



# CORPORATE TRAINING GUIDE

JANUARY TO JUNE, 2026

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# A word from Staff Development...

We are excited to share the January–June 2026 edition of our Training & Development Guide! This latest guide reflects our ongoing commitment to fostering continuous learning and growth for municipal staff at every level of the organization. At the City of Windsor, we believe that investing in learning is investing in our collective success.

Inside this edition, you'll find a diverse range of courses and programs designed to meet the evolving needs of our workforce. From leadership development to technical skills and wellness initiatives, our offerings span multiple topics and are delivered in various learning formats—whether in-person, virtual, or blended. Each program is thoughtfully crafted to support your professional development and help you thrive in your role.

We invite you to explore the guide, take advantage of these opportunities, and make learning a priority in the months ahead. Your feedback is invaluable to us—please connect with us to share your thoughts, ideas, or suggestions for future offerings. Together, we can continue building a culture of learning that strengthens our organization and the community we serve.

Thank you for your commitment to growth and excellence. We look forward to learning with you!

Corporate Staff Development

## REGISTRATION DETAILS FOR CORPORATE STAFF DEVELOPMENT

1. Corporate Staff Development will e-mail training registration forms to each departmental Primary Contact Person approximately 2-3 weeks prior to the date of a program. This person is responsible for ensuring that the registration form is circulated electronically as well as posting in a common area at offsite satellite locations for those who do not have access to email. They also ensure the forms are prioritized by the appropriate managers, and returned to Staff Development by the required deadline. *For a complete listing of Primary Contact Persons for each department, please refer to page 9 of this guide. Should your area not be represented, please contact Corporate Staff Development at 519-255-6515 to make the necessary arrangements.*

2. Decide if the training is appropriate and necessary. Read the descriptions carefully, paying close attention to the “desired target group” and “special information” section, as well as the number of sessions available. Please be sure to select your first preferred session choice followed by any other sessions for which you are available. Call your Primary Contact Person or Staff Development if you require further information.

3. Please indicate on the Registration Form if you are on the e-mail system. If not, you will receive notification through your Primary Contact Person, who may in turn, redirect to your immediate supervisor or manager for distribution.

4. Contact your immediate supervisor. Employees are responsible for obtaining the necessary approval from their immediate supervisor prior to registering for any training.

## REGISTRATION DETAILS FOR CORPORATE STAFF DEVELOPMENT

5. After date choices are reviewed for scheduling conflicts, the Senior Management Designate, or Primary Contact Person for each Department will prioritize one list of names based on the desired target group to ensure appropriate submissions.

6. Once all registrations have been received by Corporate Staff Development for a particular program, they will be reviewed, and every attempt will be made to accommodate all requests through the submitted prioritized lists.

7. Corporate Staff Development will send a meeting request to all employees selected to participate in a program. If you are unsure if you are to attend a program, or you encounter a scheduling conflict, please contact your Primary Contact Person as they will have a list of all persons scheduled to attend and those on a waiting list for a particular program. Participants not on the e-mail system will receive notification through their Primary Contact Person and/or Manager or Supervisor.

8. Once registered and confirmed, you **MUST** attend the entire workshop. You will not be able to write a test or receive credit for a course if you drop out mid-way through (i.e. a two-day course). Participants are expected to observe the start and conclusion time of each program.

9. If you are unable to attend, for whatever reason, you must notify your Primary Contact Person as soon as possible. ***The onus is on the department to find a replacement if a cancellation is made less than one week prior to the start of the course.***

## REGISTRATION DETAILS FOR CORPORATE STAFF DEVELOPMENT

10. “No Shows”, dropouts and late cancellations will result in a “chargeback” which reflects the actual cost of the training program, with a minimum charge of \$50.00. The \$50.00 minimum charge is applicable to courses taught by in-house trainers only.

11. There will not be a “chargeback” if you complete the entire course but decide not to take a test. You should be aware however, that if you elect not to be tested, you cannot use this course as a prerequisite to continue on to the next course, nor will you receive a credit for the course.

If you have any questions regarding these procedures, please contact Corporate Staff Development at 519-255-6515.

*This 6-month Training Guide has been developed to help you plan your training needs. Dates and topics are subject to change*



# LIST OF DEPARTMENTAL PRIMARY CONTACT PERSONS

Department	Contact	Phone Number
Asset Planning/ Energy Initiatives	Janay Brown	255-6100 x 6237
Building Department	Sherry Ducedre	255-6100 x 6875
Chief Administrative Office	Pina Ciotoli	255-6100 x 6609
Council Services & Policy, Gaming and Licensing & Communications	Becky Murray	255-6222 x 6378
Development & Administration	Stephanie Lalonde	255-6100 x 6512
Economic Development & Climate Change	Ashley Porter	255-6100 x 6409
Employment & Social Services/Leamington	Rosalind Russell	255-5200 x 5277
Employment & Training Services	Rosalind Russell	255-5200 x 5277
Engineering & Geomatics	Stephanie Lalonde	255-6100 x 6512
Environmental Services	Catherine Messier Leighton	974-2277 x 3121

# LIST OF DEPARTMENTAL PRIMARY CONTACT PERSONS

Department	Contact	Phone Number
Finance	Janay Brown	255-6100 x 6237
Fire & Rescue Services	Megan Howells	253-3016 x 3744
Housing & Children's Services	Rosalind Russell	255-5200 x 5277
Human & Health Services	Rosalind Russell	255-5200 x 5277
Human Resources	Renee Ruccolo	255-6515 x 6207
Huron Lodge	Tanya Shreve	253-6060 x 8254
Information Technology	Alicyn Cusinato	255-6100 x 6876
Legal & Real Estate	Mary Sotto	255-6100 x 6468
Legal - Provincial Offences Office	Diane Brideau	255-6555 x 2313
Legal - Purchasing & Risk Management	Ryan Malott	255-6100 x 6363
Mayor's Office	Christine Chauvin	255-6100 x 6974
Operations - Crawford Yard	Susan Beaulieu/ Ilene O'Meara	255-6560 x 4221/4222

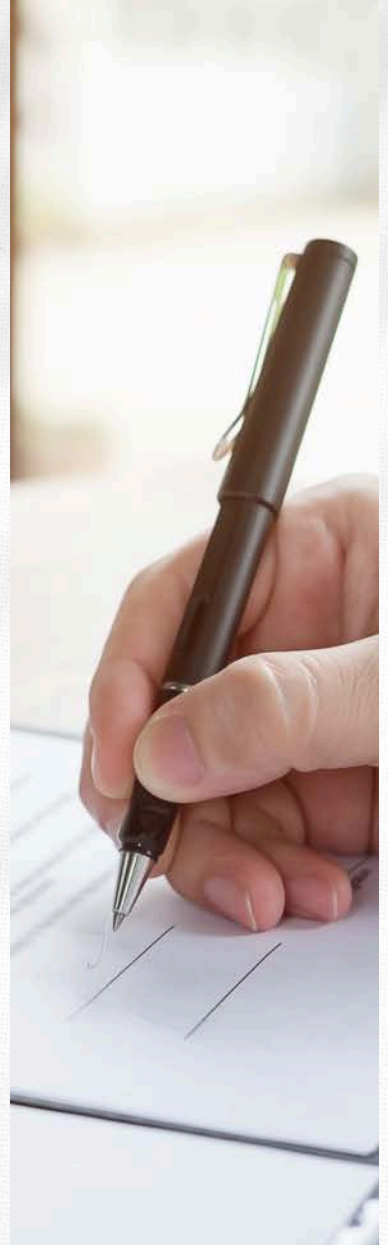
## LIST OF DEPARTMENTAL PRIMARY CONTACT PERSONS

Department	Contact	Phone Number
Operations – Field Services	Kristina Young/ Jaclyn French	945-9971 x 4310/4311
Operations – McDougall & Mercer	Susan McMahon	255-6252
Parks, Recreation & Facilities	Alaina Carruthers/ Valerie Robinson	253-2300 x 2715/2705
Planning	Sarah Lucier	255-6543 x 6604
Pollution Control	Felicia Nael	253-7217 x 3221
Security & City Hall Campus	Tiffany Brinn	255-6100 x 5110
Transit Windsor	Kong Hem	944-4141 x 2241
Windsor Police Services	Pamela Lepore	255-6700 x 4491
Windsor Detroit Borderlink	Zuzana Hriesik	255-6100 x 6712
Windsor Public Library & Culture Services	Krystal Jarrold	255-6770 x 4221
Your Quick Gateway (Windsor International Airport)	Donna Bartlett	969-2430 x 453

**NOTE: Departmental PCP's may change during this 6-month period.**

# CERTIFICATE PROGRAM SIGN-IN/OUT GUIDELINES

- Given the growing demand to participate in our Municipal-focused certificate programs, the following guidelines have been established to ensure adherence with both in-person or virtually-led training attendance requirements.
- Once confirmed into any course under a certificate program, employees are reminded to observe and comply with the start and end time of each class.
- Should any employee experience a conflict prior to the start of the course/program, they should contact their departmental contact person (PCP) to inquire about a replacement.
- Replacements not made within 7 days prior to the start of the program may be subject to a charge back.
- Should a conflict arise during the course/program, the employee is to advise the instructor/facilitator as soon as practical and be required to sign an attendance log, noting the time of leave, reason for leaving, and time of return back to class.



# CERTIFICATE PROGRAM SIGN-IN/OUT GUIDELINES



- Departures from class greater than one hour (1 hr.) will be subject to an assignment (pre-reading for next day discussion, or homework assignment) provided and deemed appropriate by the course instructor. This is intended to satisfy a level of understanding of core objectives as defined under the program. In such case, the facilitator will notify acceptance of assignment to Staff Development and confirm course completion.
- For courses/programs delivered in a 2-day format or more, any leave beyond one hour may forfeit the participant's ability to continue with the class. In this instance, employees will need to reregister for the next available offering.
- Sign-In/Out logs will be provided to reps from Corporate Staff Development for verification process.
- Employees may be contacted by Staff Development for further clarification of departure.
- Staff Development will issue final certificates to all eligible participants in any of the in-house certificate programs.

# CERTIFICATE & PROFESSIONAL ACCREDITATION PROGRAMS

Corporate Staff Development offers an array of diverse inhouse and professional accredited certificate programs which create an exceptional opportunity for employees to enhance supervisory, management and executive management skills to gain the professional credibility and support for success in their decision-making roles.

## MASTERS CERTIFICATE IN MUNICIPAL LEADERSHIP

When offered, The Schulich Executive Education Centre (York University) offers insight, academic leadership and vision-driven activities to help municipal managers get fresh, new orientations, understanding, knowledge and skills. This program is comprised of three distinct modules. Within each of the 3 components are a number of course modules varying in length. A Master's Certificate in Municipal Leadership will be presented to participants completing the full program.



*\*This program is not currently offered during this 6-month period. Please check back with us again.*

## CERTIFIED MUNICIPAL MANAGER (CMM) ACCREDITATION PROGRAM

When offered, The Certified Municipal Manager is the management designation for municipal administrators. Not intended to replace one's professional designation, but rather, is designed to complement a manager's primary professional qualifications and affiliations through career development and a recognition system. The corporation is a member of the Ontario Municipal Management Institute and periodically offers training programs which enable participants to accumulate points towards their CMM designation.



Ontario Municipal Management Institute

*\*Courses under this program may be eligible under Educational Assistance & Tuition Reimbursement*

# CERTIFICATE & PROFESSIONAL ACCREDITATION PROGRAMS

## ASSOCIATION OF MUNICIPAL MANAGERS, CLERKS & TREASURERS OF ONTARIO (AMCTO)

When offered, the education and training programs, combined with the Certified Municipal Officer accreditation program ensure the members have the knowledge and skills to deal with the ever changing environment of municipal government in Ontario. Courses are particularly appropriate for municipal staff, politicians along with those interested in further developing their skills and knowledge in municipal government.



*\*Check course availability. Some courses may be eligible under Education Assistance & Tuition Reimbursement*

## MANAGEMENT WINDSOR CERTIFICATE PROGRAM

The Management Windsor Certificate is an internal program designed for all permanent non-union managers and supervisors. Encompassing five (5) mandatory and a choice of any three (3) electives, all courses assembled under this certificate program represent a series of essential skills intended to ensure consistency and compliance amongst management staff. All courses must be completed within a five (5) year timeframe in order to receive the certificate.



“Tell me and I forget, teach me and I may remember, involve me and I learn.”

– Benjamin Franklin

# CERTIFICATE & PROFESSIONAL ACCREDITATION PROGRAMS

## ART OF SUPERVISION TRAINING

The Corporation of the City of Windsor through Corporate Staff Development has partnered with Dr. Mitchell Fields, Professor Emeritus and Former Dean of the Odette School of Business, at the University of Windsor to deliver the Art of Supervision (a 5-day program) which is typically offered once annually. As one of our longest standing programs, this certificate program is designed to support those new to supervisory responsibilities. Upon completion, participants are awarded with a Certificate of Completion.



## EMERGING LEADERSHIP PROGRAM

Corporate Staff Development has partnered with DeGroot School of Business, McMaster University to develop and deliver the Emerging Leadership Program, designed for individuals who want to enhance their leadership development skills. Comprised of a series of engaging and highly-interactive core courses and elective sessions, this program will show you how to get the best from people and the organization to achieve meaningful results. A Certificate of completion along with a Digital Learning Badge from McMaster University and the DeGroot School of Business will be awarded to all participants who complete the program.



*Note: not all certificate programs are offered annually. Please be sure to check the calendar and guide for a current list of certificate program offerings.*

# MANAGEMENT WINDSOR CERTIFICATE PROGRAM COURSE LISTING

<b>Compulsory Courses</b>	<b>Internal/External Facilitators</b>	<b>Duration of Course</b>
<b>By-Law 101: A Guide to the Purchasing By-Law</b>	Internal	1/2 day
<b>Health &amp; Safety Supervisory</b> <i>(Completion of online CESO modules is a mandatory pre-requisite to this course)</i>	Internal	1 day
<b>Integrated Attendance Management</b>	Internal	1/2 day
<b>Human Rights 101: Ontario Human Rights for Managers</b>	Internal	e-Learn course
<b>Performance Management</b>	Internal	1/2 day

<b>Elective Courses</b>	<b>Internal/External Facilitators</b>	<b>Duration of Course</b>
<b>Accounting &amp; Corporate Budgeting</b>	Internal	1.5 days
<b>Alternative Dispute Resolution</b>	External	4 days
<b>Change Management for Managers</b>	External	1 day
<b>Conflict Management for Managers</b>	External	1 day

# MANAGEMENT WINDSOR CERTIFICATE PROGRAM COURSE LISTING

<b>Elective Courses</b>	<b>Internal/External Facilitators</b>	<b>Duration of Course</b>
<b>Customer Service for Managers</b>	External	1 day
<b>Governance 101</b>	Internal	1/2 day
<b>Interview Skills for Managers</b>	Internal	1/2 day
<b>Media Relations</b>	Internal	1/2 day
<b>Mental Health First Aid</b>	External	2 days
<b>Project Management for Non-Project Managers</b>	External	2 days
<b>Risk Management</b>	Internal	1/2 day
<b>Political Acuity</b>	External	1 day
<b>Working with Corporate Collective Agreements</b>	Internal	1 day

*Managers can choose any 3 courses from the electives listed above as they are rotated periodically. Duration of courses may vary depending on content.*

All non-union managers and supervisors will be required to complete the five (5) "Compulsory" and any three (3) "Elective" courses as noted above within a 5-year timeframe. In addition the on-line CESO training must be completed every 5 years, which forms part of the H&S Supervisory/Managerial Program. Upon completion, staff will be awarded the Management Windsor Certificate.

*Any staff facilitating or directly involved with the development of any internally facilitated program will be afforded an automatic course credit while those working in the field related to the course may apply for course credit through their respective Executive Director and CLT member.*

# EMERGING LEADERSHIP PROGRAM

## COURSE LIST

The program consists of 7 virtually-led core courses. Each course is delivered in a 2-day format that is 3-hours long.

### Change Leadership

Leaders will learn the strategic and tactical information about leading a successful change effort in an organization. Leaders will walk away with tools and frameworks to successfully embrace the challenge of leading and managing change given the realities of today's workplace.

### Emotional Intelligence

Tap into the power of emotional intelligence to lead with confidence, increase resilience, and reduce stress.

### Equity, Diversity & Inclusion

For leaders, it is important to be aware of how our experiences, influenced by intersecting factors, can influence the way in which we communicate, how we approach and resolve conflict and ultimately how we lead.

### Essential Leadership

It is true how a person views the world very much influences how they respond to the people and situation that surrounds them. That response can be positive or negative or somewhere in-between. The reality is you can change your thinking without changing who you are or your personality. Since we create our reality through our thoughts, only we are capable of changing our situation in life for the better. The focus of this course is how to get the best from people and the organization to achieve meaningful results.

# EMERGING LEADERSHIP PROGRAM

## COURSE LIST

### Coaching Conversations

Part of being an effective leader requires coaching and mentoring your team. Supporting the development of your team leads to both confident employees, stronger team performance and employee retention. Having the right tools is key for effective coaching and establishing a more positive work environment and effective team.

### Fostering and Leading with Agility

Ultimately, a team's success is determined by its staying power, rather than its singular goal achievement. Think dynasty rather than one-time victory. A crucial ingredient in long term success goes by many names – resilience, sandpaper, even grit. And it is crucial because the ever-changing work landscape provides multiple crises and potential team breaking setbacks and also many opportunities that resilient teams will seize and use to launch further success.

### Strategic Management

This course is designed to equip emerging leaders with an understanding of what business strategy is and their role in shaping and executing strategies as leaders. Participants will learn how to create value for their organization and develop the ability to adjust strategy execution in response to a changing environment.

*A group of 25 selected participants will participate in the program and work together as a cohort throughout the entire program. Therefore, commitment to attending all days is mandatory – **no exceptions!***

*Concluding the program, participants will bring together all of the learning by completing a capstone project. The intent is to reflect on and bring the leadership capabilities into one project. A Certificate of Completion along with a Digital Learning Badge from McMaster University and the DeGroote School of Business will be provided to all participants of the program.*

# COMPUTER TECHNOLOGY TRAINING

**In partnership with St. Clair College, we invite you to participate in the delivery of hand-selected courses that we hope you'll find appealing and will be of interest to you.**

**Course content for all courses has been updated to reflect the integration of Microsoft 365.**



**A member of:**



Ontario Colleges Corporate Training Network  
**OCCTN**  
Collaborating to improve Business and Training in Ontario

**All classes scheduled in the Corporate Training Room, located at 400 City Hall Square East, Suite 203 (2nd floor).**

**Scheduled classes are 1 day in duration, from 9:00 am to 4:30 pm.**

**No formal test to be administered.**

# ACCEPTABLE USE POLICY

## Executive Summary

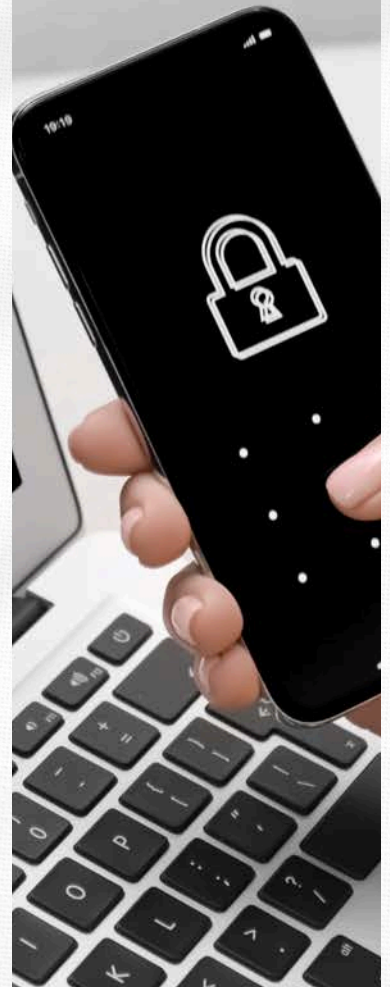
The Acceptable Use Policy (hereinafter referred to as “this policy”) identifies roles, responsibilities, and requirements for the appropriate use of corporate technology. The goal of this policy is to protect the Corporation of the City of Windsor from legal liability and to reduce the risk of damage, loss, or theft to corporate technology resources.

### Technology Resources:

Includes data, hardware, software, communications systems, Internet access, e-mail, televisions, telephones, and telephone systems.

### User Responsibilities:

- Understand, accept, and abide by this policy including its associated procedures and Governing Rules and Regulations for each type of corporate technology resource.
- Use the Corporation’s technology resources for business purposes that benefit the Corporation and are directly applicable to your job.
- Ensure all activity using corporate technology resources, whether from work or remotely, conforms to this and any other corporate policies, codes of conduct, health and safety standards, and any related legislation.
- Know that suspected infractions of this policy may be reported to an employee’s immediate supervisor or to the Concerned Citizen/Concerned Employee Hotline.



# ACCEPTABLE USE POLICY

- Know that any person who witnesses, or is the recipient of child pornography, on any corporate technology resource, is legally bound by the Child and Family Services Act, to report it to his/her immediate supervisor or the Concerned Citizen/Concerned Employee Hotline.
- Conform to the requirements of this policy, as failing to do so may result in disciplinary action up to and including termination, legal action and/or due criminal process.

## **Governing Rules and Regulations for the Use of Corporate Technology Resources:**

### Corporate Data:

- Ensure the corporate data for which you are responsible is accurate and up-to-date and that you do not knowingly enter invalid data.
- Do not use, copy, or distribute corporate data for any purpose other than for the business purposes of the Corporation.
- Know the disclosure level for corporate data according to corporate policy and legislative acts.
- Protect systems with a password.
- Ensure that data is stored in the assigned secure location.
- Ensure that data is backed up daily and follows Records Retention By-law Number 12599.
- Archive data in a suitable location or media.

### Software Licensing/Copyright:

- Do not download, copy, or install any software if the Corporation does not have a software license agreement and corporate approval was not obtained.
- Do not download, copy, or install any electronic data files that violate copyright laws, or Information Technology standards.
- Do not violate any existing software licensing agreements.
- Notify Information Technology if you notice any illegal software or electronic data files on your corporate hardware.
- Co-ordinate with Information Technology to download, copy, or install approved software or electronic data files.

# ACCEPTABLE USE POLICY

## Corporate Telephones and Telephone Systems:

- Know and follow the voice mail procedures for the voice mail system(s) on your corporate phone(s).
- Report unusual occurrences with your voice mail such as frequent hang-ups, off work-hour activity, and suspicion of password tampering.
- Know that telephone calls and/or voice mail messages may be monitored.

## Passwords:

- Keep passwords private and secure.
- Change passwords whenever they are suspected of no longer being private and secure.
- Use Information Technology's Password procedure for the resetting or assigning of new passwords.

## Corporate Hardware:

- Do not move corporate hardware or communication systems without consent from Information Technology.
- Protect and secure your corporate hardware from theft, loss, or damage.
- Know that only Information Technology staff are authorized to alter, modify, or dismantle corporate hardware or communication systems.
- Return all your assigned corporate hardware to your supervisor upon termination of employment or when job duties no longer require use of that hardware.

## Internet Access:

- Ensure proper usage of the Internet. Proper usage includes, but is not limited to, the following:
- Networking with colleagues, the private sector, industry, and professional associations.
- Researching and sharing authorized information.
- Monitoring the latest news and trends as it pertains to your job function.
- Conducting corporate business.

# ACCEPTABLE USE POLICY

## Electronic Mail:

- Know that electronic mail messages are considered corporate data and that you should have no expectation of privacy with respect to electronic mail messages sent or received.
- Maintain the confidentiality of messages except where disclosure is required by law or in accordance with Corporate policy.

## Policy Violations:

- Any individual who willfully or purposefully does not abide by the sections pertaining to him/her is considered to be in violation of this policy. Additionally, using any corporate technology for the following purposes is considered a violation of this policy:
- Compromising the security of corporate resources.
- Soliciting for personal business reasons, promoting personal causes or associations, or advertising the sale of any item. The corporate bulletin boards (electronic or otherwise) are available for these purposes, but any postings shall conform to this policy and any other corporate policies.
- Concealing or misrepresenting, or so attempting to do, the origin of any communication of a malicious nature initiated by the sender or forwarded.
- Using system resources for the storage of non-business related data or information (e.g. photos, games, music).
- Degrading system performance such as reducing available bandwidth for others through non-business use of Internet resources.
- Representing oneself as someone else through the use or misuse of technology.
- Distributing any messages of a political or religious nature not actively promoted by the Corporation.
- Participating in chain letters or pyramid schemes of junk or unsolicited e-mail (i.e. any scheme that would encourage the uncontrolled generation of mail).
- Violation of any of the Corporation's policies, By-laws, employee codes and standards of conduct, such as, but not limited to the Standards of Employee Department, Workplace Violence Prevention Policy, Respectful Workplace Policy, etc.
- Violations of any provincial or federal legislation and regulations.

# ACCEPTABLE USE POLICY

## Corporate Authority:

Disciplinary action may be taken in accordance with the severity and frequency of the violation to this policy. This discipline could include removing access to the technology resource, a verbal or written warning, a suspension, termination of employment, and/or billing the employee for misuse of the technology. To regulate compliance of the policy, the Corporation reserves the right to do the following:

- Use technology systems, activity logs, monitoring and filtering tools, and visual confirmation as a means of tracking and documenting violations of this policy.
- View and access any files or data on corporate systems even if they are marked or flagged as “personal.”
- Delete or archive personal or non-essential data or files on corporate resources.
- Enlist law enforcement officers or bring legal action against a violator depending upon the severity of the breach of compliance with the policy.
- Exercise discretion on instances where the policy violation was unsolicited by the user.



# Excel: Level I

## Date(s):

Session #1:  
Wednesday, January 28  
Session #2:  
Wednesday, March 25

## Time:

9:00 AM to 4:30 PM

## Location:

400 City Hall Sq. E  
Room 203

## Trainer:

Dan Circelli  
Professor, St. Clair College

## Target Group:

All employees who use Excel in their work environment with a need to become more efficient using advanced features and functions will benefit from this course.

## Registration Maximum:

10 participants

## Key Topics:

The following features and functions will be explored during this course:

- Desktop Office 365 vs Online Office 365
- One-Drive features for Excel
- Save As, Save a Copy and History
- Explore Excel file types.
- Format cells, labels, and numbers
- Themes, Colours, Fonts...
- Alignment group options
- Cell styles
- Copy and Paste and Office clipboard
- Insert/Delete cells, rows, columns.
- Using basic formulas and functions
- Count, counta, countblank
- Relative vs Absolute
- Format Painter
- Page layout views Zoom in and out.
- Explore Page Layout Ribbon
- Backstage and Print Preview
- Page Layout: Know what you are printing!
- Headers/Footers
- Scaling
- Conditional Format basics
- Find and Replace
- Explore the View Ribbon

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# Excel: Level II

## Date(s):

Session #1:  
Wednesday, February 11  
Session #2:  
Wednesday, April 8

## Time:

9:00 AM to 4:30 PM

## Location:

400 City Hall Sq. E  
Room 203

## Trainer:

Dan Circelli  
Professor, St. Clair College

## Target Group:

All employees who use Excel in their work environment with a need to become more efficient using advanced features and functions will benefit from this course.

## Registration Maximum:

10 participants

## Key Topics:

The following features and functions will be explored during this course:

- Custom formatting; Fill Series
- Quick Analysis
- Advance Relative vs Absolute
- Mix cell reference
- NAME BOX – Name Manager
- Charts – creating, changing, formatting.
- Find and Replace advance
- Conditional Formatting advance
- Format cells with formulas
- Sorting – custom List
- Create formulas, reference columns & rows
- Rounding formulas
- Various methods for DATE formats and formulas
- Using basic formulas and functions
- Large, Small, Rank
- Update data values using Paste Special
- Advance Complex functions
- If, VLOOKUP, HLOOKUP, XLOOKUP
- And, Or, Not, IFS, MaxIfs, MinIfs
- Countif, sumif, averageif
- Subtotal formula vs Subtotal Option
- Using Left, Mid, Right functions
- Trim, Concatenate, Replace, Substitute
- Working with Tables
- Table slicer; Pivot slicer & Use Data Filter
- Use Data Filter
- Intro to Working with Pivot Tables
- Linking to other worksheets/workbooks
- Insert and formatting Graphics
- PMT function

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# Excel: Level III

<b>Date(s):</b>	Wednesday, May 13
<b>Time:</b>	9:00 AM to 4:30 PM
<b>Location:</b>	400 City Hall Sq. E. Room 203
<b>Trainer:</b>	Dan Circelli Professor, St. Clair College
<b>Target Group:</b>	All employees who will benefit from learning how to organize lists, control the layout of information both horizontally and vertically, use mathematical features, and present data in chart format in their work environment should consider this Excel course.
<b>Registration Maximum:</b>	10 participants

## Key Topics:

- The following features and functions will be explored during this course:
- Format alternate rows using a formula
  - Data Ribbon
  - Data validation
  - Text to columns
  - TextSplit function, TextBefore and TextAfter
  - Using Is and IF functions: error, formulas etc...
  - Remove Duplicates various methods
  - Viewing Financial functions
  - Name Manager
  - Create from Selection.
  - Error Checking
  - Pivot Tables
  - Pivot Charts
  - Create formulas
  - Reference totals GETPIVOTDATA to other worksheets.
  - Building a Dashboard
  - Move and Copy Worksheets
  - Subtotal, Sumifs Countifs, Maxifs, Minifs
  - Multiple worksheet 3D cell reference
  - Comments
  - Protect Sheet / Workbook.
  - Advance Data Ribbon □ Power Query
  - Overview of what a Macro is
  - Automate if available.

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# MS OneNote

## Date(s):

Session #1:

Wednesday, February 25

Session #2:

Wednesday, April 22

## Time:

9:00 AM to 4:30 PM

## Location:

400 City Hall Sq. E  
Room 203

## Trainer:

Dan Circelli  
Professor, St. Clair College

## Target Group:

For all interested employees. When it comes to keeping track of your day-to-day activities, OneNote is a great program to learn and use to meet this need. OneNote is a powerful note taking program, which will help you manage your personal and work-related tasks.

## Registration Maximum:

10 participants

## Key Topics:

The following features and functions will be explored during this course:

- Desktop Office 365 vs Online Office 365
- One-Drive features
- When, where and why would you use OneNote.
- Creating your first OneNote.
- Create Sections
- Inputting and organizing information on your OneNote Page.
- Creating sub-sections.
- Page Templates
- Adding attachments File vs Printout
- Identify the steps for creating a table.
- Benefits of using password protection.
- Keyboard shortcuts.
- Importing and Exporting data to a OneNote

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# MS Outlook

## Key Topics:

### Date(s):

Session #1:  
Wednesday, March 4  
Session #2:  
Wednesday, April 29

### Time:

1:00 PM to 4:30 PM

### Location:

400 City Hall Sq. E  
Room 203

### Trainer:

Dan Circelli  
Professor, St. Clair College

### Target Group:

For all interested employees, especially those who want to better organize their inbox and utilize their calendars more efficiently.

### Registration Maximum:

10 participants

- The following features and functions will be explored during this course:
- Desktop Office 365 vs Online Office 365
- One-Drive features
- Navigation Sidebar
- Email Etiquette
- Creating a Signature
- Reply, reply all, forward.
- TO, CC, BCC
- Flagging emails vs using Pins
- Read Aloud
- Manage your time and create meetings with using the Calendar – Recurrence, Categories
- Creating Folders – organize your mail.
- Formatting incoming emails.
- Creating Rules: (rules help you collect email into collection folders).
- Recalling an email
- Saving an email.
- Contact Groups
- Mail Merge to Word
- Calendar – busy, out of the office, free.
- Creating meeting, managing attendees
- Categorize events.
- Archive
- Export Contacts and Calendar (backups)
- Tasks
- Move tasks: Sweep, Move to, Rules
- Categories
- Assign Policy for Mail Retention
- Review - Read Aloud vs Immersive Reader
- More Apps feature
- Settings

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# MS Teams

<b>Date(s):</b>	<u>Session #1:</u> Wednesday, March 4 <u>Session #2:</u> Wednesday, April 29
<b>Time:</b>	9:00 AM to 12:00 PM
<b>Location:</b>	400 City Hall Sq. E Room 203
<b>Trainer:</b>	Dan Circelli Professor, St. Clair College
<b>Target Group:</b>	For all interested employees who want to learn to better leverage the features and functions of MS Teams.
<b>Registration Maximum:</b>	10 participants

## Key Topics:

### Teams:

- Sign in and out
- Understand the screen; view activity
- Change your status

### Chat:

- Start a chat; group chats; manage chats
- Share files in a chat

### Meetings:

- Schedule a meeting
- Join a meeting
- Manage a meeting
- Take meeting notes
- Record a meeting
- Manage Audio and Video Settings
- Share your screen
- Edit and Cancel meetings

### Calls:

- Make calls
- Receive, hold and transfer calls
- View your call history
- Use voice mail
- Add and Organize contacts

### Team Settings:

- Team settings
- Manage files
- Add Apps
- Remove Apps

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# PowerPoint

<b>Date(s):</b>	Wednesday, March 11
<b>Time:</b>	9:00 AM to 4:30 PM
<b>Location:</b>	400 City Hall Sq. E Room 203
<b>Trainer:</b>	Dan Circelli Professor, St. Clair College
<b>Target Group:</b>	For all interested employees, especially those wanting to explore the various tools and techniques for creating professional PowerPoint presentations.
<b>Registration Maximum:</b>	10 participants

## Key Topics:

- The following features and functions will be explored during this course:
- Desktop Office 365 vs Online Office 365
  - One-Drive features for PowerPoint
  - Explore the Home Ribbon
  - Explore different Slide layouts.
  - Formatting placeholders
  - Explore the Design Ribbon
  - Explore the Animation Ribbon
  - Explore the Transition Ribbon
  - Explore the Slide Show Ribbon
  - Printing Power Point Slides
  - Explore the View Ribbon Using the Insert Ribbon – Pictures, ClipArt, Tables, SmartArt etc...
  - Working with Graphics
  - Create our own backgrounds
  - Customize the Slide Master
  - Headers/Footers
  - Notes/Handouts
  - Reuse slides; Section Slides
  - Action Buttons
  - Photo Album
  - Recording your PowerPoint and/or creating videos.
  - Insert feature - Organizational charts
  - Inserting a YouTube Video
  - Add music to your PowerPoint.
  - Publish to a web page.
  - Saving PowerPoint Slides (PDF, JPG)
  - Create powerful videos
  - Designer styles
  - Record – create MP4 videos
  - Translate using 365 online

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# Word: Level I

## Date(s):

Session #1:

Wednesday, February 4

Session #2:

Wednesday, April 1

## Time:

9:00 AM to 4:30 PM

## Location:

400 City Hall Sq. E  
Room 203

## Trainer:

Dan Circelli  
Professor, St. Clair College

## Target Group:

For all employees who need skills to build varying size documents including letters, memos, and reports using this word processor's features. Also, employees suffering from decreased productivity after switching to this new version would benefit from this course.

## Registration Maximum:

10 participants

## Key Topics:

The following features and functions will be explored during this course:

- Desktop Office 365 vs Online Office 365
- One-Drive features for Word
- Classic Ribbon vs Single Line ribbon
- Word Options – Save As...
- Word default settings.
- Save a Copy
- History
- Print
- Save and Send...
- Save As a PDF file
- Shortcut Keyboards – time savers
- Copy and Paste and Office clipboard
- Format Painter
- Explore more on the Font Group.
- Paragraph formatting - indenting
- Show/Hide the Power!
- Line Spacing
- Bullets and numbering
- More bullets and numbering customizing
- Borders and Shading
- Proofing tools, AutoCorrect, Word Count
- The Status bars
- Styles
- Headings 1, 2, 3 – POWER!
- Table of Contents
- Find and Replace, the POWER within.
- Dictate
- Editor
- Designer

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# Word: Level II

## Date(s):

Session #1:

Wednesday, February 18

Session #2:

Wednesday, April 15

## Time:

9:00 AM to 4:30 PM

## Location:

400 City Hall Sq. E  
Room 203

## Trainer:

Dan Circelli  
Professor, St. Clair College

## Target Group:

All Word processing users with a need to become more efficient by discovering tricks and features for streamlining repetitive tasks and using advanced productivity tools of Word.

## Registration Maximum:

10 participants

## Key Topics:

The following features and functions will be explored during this course:

- Layout Ribbon
- Paragraph Spacing
- Using and creating Tabs for menus, lists
- Tables
- Sorting
- The INSERT RIBBON – and it is tools.
- Styles using Heading Styles to Create quick Table of Contents.
- Styles – defining your own Style.
- File Sharing
- Review - Read Aloud vs Immersive Reader
- Themes and customizing Themes.
- Cover Page
- Working with Graphics

## ADDITIONAL INFORMATION:

*No formal test to be administered.*

# Word: Level III

**Date(s):**

Wednesday, May 6

**Time:**

9:00 AM to 4:30 PM

**Location:**

400 City Hall Sq. E.  
Room 203

**Trainer:**

Dan Circelli  
Professor, St. Clair College

**Target Group:**

All employees who produce documents for repetitive use or who need to manage large documents with ease.

**Registration Maximum:**

10 participants

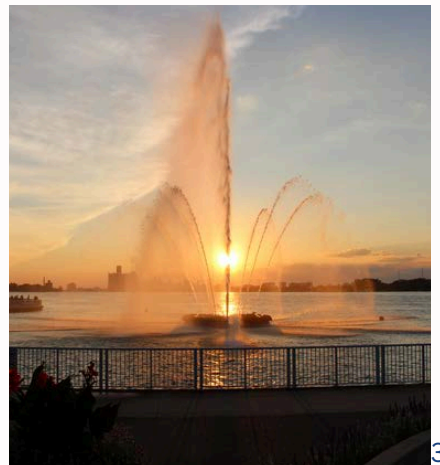
**Key Topics:**

The following features and functions will be explored during this course:

- Endnote / Footnotes
- Insert Caption / Table of Figures
- Check Accessibility AODO Compliant
- Business Cards
- Labels
- Mail Merge with Labels
- Make your own Cover Page.
- Using Templates
- Forms building
- Building Blocks
- Translate

**ADDITIONAL INFORMATION:**

*No formal test to be administered.*





# By-Law 101: An Introduction to the Purchasing By-Law

THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM

**Date(s):** Tuesday, June 2

**Time:** 9:00 AM to 2:00 PM

**Location:** 350 City Hall Sq. W  
Room 204

**Trainer:** Dawn Lamontagne,  
Purchasing Manager

**Target Group:** For all non-union managers & supervisors (ideally with direct reports) that are affected by the Purchasing By-Law. Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate. This is a mandatory course under the MWC program.

**Registration Maximum:** 24 participants

## Key Topics:

- Review highlights of the Purchasing By-Law
- Review levels of authority and responsibilities
- Adherence to Conflict of Interest Policy in the solicitation of quotes
- Discuss methods of procurement and when to use them
- Small purchase orders, purchasing card, informal and formal request for quotes
- Request for proposals and tenders
- Insurance requirements as it relates to the Purchasing By-Law
- Consultants
- Understanding the purchasing delivery model
- Review highlights of the Sustainable Purchasing Guide
- Review highlights of the P-Card Policy and Procedures

## ADDITIONAL INFORMATION:

*The purpose of this program is to ensure all non-union managers and supervisors (ideally with direct reports) are made aware of various methods of procurement, when and how to use them, and understand their responsibilities under the by-law. Emphasis will focus on corporate usage, policies and procedures.*

# Health & Safety Supervisory

**THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM  
(COMPLETION OF ONLINE CESO IS A PREREQUISITE)**

**Date(s):** Session #1:  
Wednesday, February 11  
Session #2:  
Wednesday, June 10

**Time:** 8:30 AM to 4:30 PM

**Location:** 400 City Hall Sq. E  
Room 408

**Trainer:** Health & Safety Advisors.  
Human Resources Dept.

**Target Group:** Mandatory for all management personnel who have not yet attended and/or have reached their 5 year recertification requirement as well as those who are working in an acting supervisory or managerial position for any length of time.

**Registration Maximum:** 12 participants

## Key Topics:

- Health, safety and the law
- Effective leadership
- Discipline and enforcement
- Hazard recognition, assessment and control
- Workplace inspections
- Workplace incident investigations
- Emergency preparedness
- Dealing with contractors
- Due diligence
- Documentation and communication
- WSIB and what they do
- Important forms
- Early and safe to work requirements
- Modified and transitional work planning
- Tracking absences and lost time

Successful completion of all 6 CESO courses via e-learn in the previous 5 years is a mandatory pre-requisite for this course.

1. Injury Prevention 2018
2. Fire Extinguisher 2016
3. Ladder Safety 2016
4. Occupational H&S training 2017 (Transit Windsor as appropriate)
5. Respectful workplace training
6. WHMIS 2015

## ADDITIONAL INFORMATION:

*Regulation 297/13 stipulates that new supervisors (inclusive of acting supervisors) must be trained in supervisory health & safety responsibilities within 5 days of assuming supervisory duties. There is no distinction made between temporary vs. permanent supervisors.*

# Human Rights 101: 3rd Edition (2020) - e-Learn

THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM

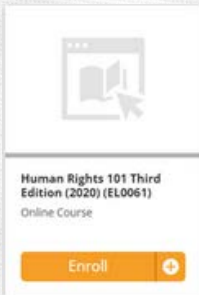
**Target Group:** This eCourse is an interactive introduction to the Ontario Human Rights Code through The Ontario Human Rights Commission. Human Rights 101 is for information only. It provides a basic understanding of rights and responsibilities under the Ontario Human Rights Code.

This is a **mandatory** course under the MWC program.

## Note:

This course is available via e-Learn.

Locate the **Human Rights 101 Third Edition (2020) (EL0061)** course under the “Catalog” tile and click enroll.



## Key Topics:

### Part 1:

- the Code: preamble, social areas and grounds

### Part 2:

- the Code and types of discrimination

### Part 3:

- interpreting and applying the Code: harassment, the duty to accommodate, and exceptions to the Code.

### Part 4:

- “Is this discrimination under the Code?”

### Part 5:

- Ontario’s human rights system: past and present.

## ADDITIONAL INFORMATION:

*This eCourse is an interactive introduction to the Ontario Human Rights Code through The Ontario Human Rights Commission. Human Rights 101 is for information only. It provides a basic understanding of rights and responsibilities under the Ontario Human Rights Code.*

# Integrated Attendance Management

THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM

<b>Date(s):</b>	Tuesday, March 31
<b>Time:</b>	9:00 AM to 12:00 PM
<b>Location:</b>	350 City Hall Sq. W Room 140
<b>Trainer:</b>	Amy MacNeill, Disability Management Specialist
<b>Target Group:</b>	For all non-union managers & supervisors (ideally with direct reports). Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate. This is a mandatory course under the MWC program.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

- Highlight new supervisor responsibilities under the Integrated Attendance Management Policy and accompanying procedures
- Introduction of new procedures for sick leave, transitional work, WISB and absentee management
- Integration of the Leave of Absence Procedure
- Q&A period

### ADDITIONAL INFORMATION:

*For all non-union managers and supervisors (ideally with direct reports). Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate.*

# Performance Management

THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM

**Date:** Monday, May 4

**Time:** 1:00 PM to 4:00 PM

**Location:** 350 City Hall Sq W.  
Room 204

**Trainer:** Britney Pinell, WPS  
Human Resources

**Target Group:** For all non-union managers & supervisors (ideally with direct reports) who are or will be required to complete a performance appraisal for their staff in compliance with the Performance Appraisal and Development Plan Policy & System. Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate. This is a mandatory course under the MWC program.

**Registration Maximum:** 24 participants

## Key Topics:

- Emphasis will focus on the performance appraisal and development plan system and the related responsibilities of all managers and supervisors
- Performance Management – what is it?
- The benefit of performance appraisals
- Issues concerning performance appraisals; conflict of interest
- Planning
- Assessment
- Improvement
- Handling difficult conversations with employees
- Employee development plan

### ADDITIONAL INFORMATION:

*Emphasis will focus on the Performance Appraisal and Development Plan System and the expectations of all managers and supervisors.*

# Accounting & Corporate Budgeting

THIS IS AN **ELECTIVE** COURSE FOR THE MWC PROGRAM

<b>Date(s):</b>	June 18 & 19
<b>Time:</b>	<u>Thursday (full day):</u> 9:00 AM - 4:30 PM <u>Friday (1/2 day):</u> 9:00 AM - 12:00 PM
<b>Location:</b>	350 City Hall Sq. W Room 204
<b>Trainer:</b>	Representatives from the Finance department
<b>Target Group:</b>	For all non-union managers & supervisors (ideally with direct reports) who are responsible for the financial performance of a department. Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

- *Budget process/approval*
- *Asset Management Plan*
- *Taxation and other funding*
- *Variance reporting*
- *Year-end review*
- *Performance measurement*
- *How core functions (payroll, accounting, investments, cashflow management, fraud awareness, grants, energy, etc.) will impact all other functions that the finance department delivers throughout the year*

### ADDITIONAL INFORMATION:

*This course is ideally suited for those that are responsible for the financial performance of a department. Priority will be given to all permanent non-union managers and supervisors, ideally with direct reports who are working to complete the Management Windsor Certificate.*

# Mental Health First Aid

THIS IS AN **ELECTIVE** COURSE FOR THE MWC PROGRAM

**Date(s):** Thursday & Friday,  
May 21 & 22

**Time:** 9:00 AM - 4:30 PM  
both days

**Location:** 350 City Hall Sq. W  
Room 204

**Trainer:** Monique Bergeron,  
Master Trainer, Mental  
Health Commission of  
Canada

**Target Group:** For all non-union  
managers & supervisors  
(ideally with direct  
reports) that wish to have  
a better understanding of  
mental health concerns  
and how to illuminate the  
stigma that surrounds  
them. Priority will be  
given to management  
staff with direct reports  
who are working to  
complete the  
Management Windsor  
Certificate.

**Registration  
Maximum:** 24 participants

## Key Topics:

### **Evidence for Mental Health First Aid:**

*Since 2015, over 400,000 Canadians have been trained in Mental Health First Aid. International research has shown that this 12-hour (2-day) evidence based course offers significant positive impacts for participants and the workplace, namely:*

- Significantly greater recognition of the most common mental health illnesses and problems
- Decreased social distance from people with mental health illnesses or problems
- Increased confidence in providing help to others
- Demonstrated increase in help actually provided in unexpected situations

### **ADDITIONAL INFORMATION:**

*This is a rare and unique opportunity to participate in an evidence-based training which will lead to a better understanding of mental health concerns and how we might illuminate the stigma that surrounds it. Priority will be given to all permanent non-union management staff, ideally with direct reports who are working to complete the Management Windsor Certificate. This is a 2-day program.*

# Political Acuity

THIS IS AN **ELECTIVE** COURSE FOR THE MWC PROGRAM

<b>Date(s):</b>	Monday, April 20
<b>Time:</b>	9:00 AM - 4:30 PM
<b>Location:</b>	Virtual Classroom MS Teams
<b>Trainer:</b>	Ronna Warsh, Ronna Warsh Leadership Coaching & Consulting
<b>Target Group:</b>	This course is specifically designed for non-union directors, managers and supervisors (primarily those with direct reports) or staff who wish to move into leadership roles. Building your political acuity will help you and your team to influence decisions, achieve organizational objectives and deliver results.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

*This course will introduce you to the skills and abilities for understanding and cultivating your political acuity. Learn how to recognize and work with formal and informal systems, practices, relationships and cultures so that you can identify impacts, influence decisions and achieve organizational objectives. Practical examples will be used to illustrate these skills and learning will occur through individual and group exercises, case studies and discussions.*

*As a result of attending, participants will learn:*

- *Professional ethical responsibilities to yourself and others*
- *Understand what political acuity is and why developing it will help you have a brilliant career as a public servant*
- *Identify and explore how to build and strengthen key relationships*
- *Understand the current environment and its implications for your work*
- *Strengthen your ability to provide strategic advice and direction*

## ADDITIONAL INFORMATION:

*This course will introduce you to the skills and abilities for understanding and cultivating your political acuity. Priority will be given to all permanent directors, managers and supervisors, ideally with direct reports who are working to complete the Management Windsor Certificate. Those enrolled in the Coaching and Talent Management Program may also be considered and prioritized accordingly.*

# Project Management for Non-Project Managers

THIS IS AN **ELECTIVE** COURSE FOR THE MWC PROGRAM

<b>Date(s):</b>	Thursday & Friday, May 7 & 8
<b>Time:</b>	9:00 AM - 4:30 PM, Both Days
<b>Location:</b>	350 City Hall Sq. W Room 204
<b>Trainer:</b>	Michael Stanleigh, FCMC, CSP, CSM CEO, Business Improvement Architects (BIA)
<b>Target Group:</b>	For all non-union managers & supervisors (ideally with direct reports) or anyone who leads or executes projects as part of their job; but is not a full-time project manager. Priority will be given to management staff with direct reports who are working to complete the Management Windsor Certificate.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

*Organizations today are faced with enormous costs owing to bad project management. The root cause is the lack of clarity of project scope and poorly defined project plans. This is the result of not having a clear process for managing projects. As a result of participating, learners will:*

- *Manage an entire project from beginning to end*
- *Manage a project as an individual and on a team*
- *Form the project team and identify the project team roles*
- *Apply the Project Life Cycle*
- *Delegate tasks to others*
- *Identify the stakeholders*
- *Develop the project scope statement.*
- *Develop the work breakdown structures as part of scope definition*
- *Estimate the duration of all tasks in the project plan*
- *Determine the resources, both internally and externally, required to complete each task in the project plan*
- *Identify all of the task dependencies*
- *Determine project milestones*
- *Manage project change*
- *Communicate with the project team on an on-going basis*

## ADDITIONAL INFORMATION:

*This course is for anyone who leads or executes projects as part of their job; but is not a full-time project manager. Priority will be given to all permanent non-union managers & supervisors, ideally with direct reports who are working to complete the Management Windsor Certificate.*



# EMERGING LEADERSHIP PROGRAM

The Emerging Leadership Program (ELP) at the DeGroote School of Business empowers participants to elevate their professional value and earn a certificate. By successfully completing this program, individuals gain the essential leadership development skills necessary to excel throughout their careers. Developed by esteemed faculty members from McMaster University and renowned industry experts, each course delves into targeted topics and key management competencies, employing dynamic applied learning principles. By completing this program, individuals have elevated their leadership capabilities and honed their distinctive personal leadership style. With the ELP certificate in hand accompanied by a Digital Learning Badge from DeGroote Executive Education, you can confidently showcase your refined skills and exemplify your commitment to ongoing professional growth.

# Change Leadership

## Key Topics:

<b>Date(s):</b>	Tuesday & Wednesday, May 12 & 13
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Ravi Tangri, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles. The purpose of this session is focused on providing participants with strategic and tactical information about leading a successful change effort in an organization.
<b>Registration Maximum:</b>	25 participants

*Leading and managing change during unstable, tough, or chaotic times is different than change during good times. However, the good news is, the dynamics of change and the major phases of change do not vary based on the times we are in. The bad news is, during unstable times there is low tolerance for error and missteps.*

*Managers and supervisors must use judgment to determine what aspects of the dynamics of change need to be emphasized AND to make things happen quickly. Though all skills sets are important when creating and implementing change, in unstable times, it is your people skills that will prove to be most valuable.*

*The purpose of this session is focused on providing participants with strategic and tactical information about leading a successful change effort in an organization.*

*The session will provide participants with tools and frameworks to successfully embrace the challenge of leading and managing change given the realities of today's workplace.*

## ADDITIONAL INFORMATION:

This session has been specifically created to provide participants with tools and frameworks to successfully embrace the challenge of leading and managing change given the realities of today's workplace.

# Coaching Conversations

<b>Date(s):</b>	Wednesday, May 20
<b>Time:</b>	9:00 AM - 12:00 PM
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Monique Armstrong Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles. The purpose of this session is to gain the tools and strategies to coach and mentor teams successfully.
<b>Registration Maximum:</b>	25 participants

## Key Topics:

*Part of being an effective leader requires coaching and mentoring your team. Supporting the development of your team leads to both confident employees, stronger team performance and employee retention. Having the right tools is key for effective coaching and establishing a more positive work environment and effective team. As a result of attending, participants will learn:*

- *Effective ways to structure your coaching so your team members feel supported and recognized*
- *How to help your team improve, strengthen and develop their skills and increase their performance*
- *Recognize that as a leader it is necessary to understand that different coaching approaches are necessary for different employees*
- *Understand why communication is key and how to be impactful and clearly deliver your message to successfully coach your team members*
- *Learn how to deliver constructive feedback and engage your employees*

## ADDITIONAL INFORMATION:

The purpose of this session is to gain the tools and strategies to coach and mentor teams successfully.

# Emotional Intelligence

## Key Topics:

<b>Date(s):</b>	Tuesday & Wednesday, April 14 & 15
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Claudia Valle, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles that want to tap into the power of EI to lead with confidence, increase resilience and reduce stress.
<b>Registration Maximum:</b>	25 participants

*Tap into the power of emotional intelligence to lead with confidence, increase resilience, and reduce stress. The research is clear, people with high emotional intelligence have higher job satisfaction; are more effective employees; outperform and earn more than their colleagues and live with higher confidence, resilience and happiness.*

*As part of this presentation, participants will:*

- *Learn what Emotional Intelligence (EQ) is and why it matters*
- *Understand personal EQ assessment results*
- *Create an action plan that will develop EQ and give a leadership edge skills on your team*

## ADDITIONAL INFORMATION:

This session includes the EQi Assessment tool and interpretive report; experiential learning challenges and interactive small group discussions along with comprehensive reflection materials and follow-up resources to keep the learning going after the course concludes.

# Equity, Diversity & Inclusion

## Key Topics:

*This session provides foundational insight and practical tools and strategies to empower leaders in advancing equity, diversity and inclusion in the workplace. The module is informed by the latest international framework for understanding DEI within the context of human rights as mandated by the United Nations. It includes a high-level overview of the principles of diversity, equity and inclusion (DEI) in the workplace and educates leaders with applied perspectives and practices to take the next steps in leading their organization's DEI initiatives.*

*As part of this presentation, participants will:*

- *Developing a foundational understanding of DEI with an emphasis on the Canadian workplace context and application*
- *Introduction to good practices for DEI as a tool of empowerment in the workplace and guiding principles for leadership through real-life examples*
- *Practical tools and strategies to facilitate culture change and make measurable progress based on your role in the organization*
- *The business case for DEI*

## ADDITIONAL INFORMATION:

This workshop will present an introduction to bias and strategies that challenge our assumptions and create a workplace that is inclusive will be explored.

<b>Date(s):</b>	Tuesday & Wednesday, April 28 & 29
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Leo Nupolu Johnson & Margaret Zanel, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles that want to learn the practical tools and strategies to advance equity, diversity and inclusion in the workplace.
<b>Registration Maximum:</b>	25 participants

# Essential Leadership

## Key Topics:

<b>Date(s):</b>	Tuesday & Wednesday, April 7 & 8
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Vania Sakelaris, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles. The focus of this course is how to get the best from people and the organization to achieve meaningful results.
<b>Registration Maximum:</b>	25 participants

*It is true how a person views the world very much influences how they respond to the people and situation that surrounds them. The reality is you can change your thinking without changing who you are or your personality. Since we create our reality through our thoughts, only we are capable of changing our situation in life for the better. As a result of participating in this course participants will learn to:*

- *Identify the unique combination of thinking patterns that characterize your current behavior*
- *Determine the links between thinking and behavior, hence effectiveness*
- *Understand which of your thinking patterns are effective, which are not, and why*
- *Learn about Construction, Passive-Defensive; and Aggressive-Defensive styles of thinking*
- *Define optimal ways of thinking and approaching your work that may be different or more beneficial than the thinking styles that you are using today*
- *Decide which thinking patterns would benefit you the most if you were to change them*
- *Formulate a strategy to undertake change through self-development*
- *Understand the power of styles to improve productivity and effectiveness as a leader*

## ADDITIONAL INFORMATION:

Thinking patterns or 'styles' are highly correlated to a person's ability to set goals, make decisions, form relationships, and handle stress. This interactive session includes an online self-assessment tool that must be completed prior to the program.

# Fostering and Leading with Agility

## Key Topics:

*Ultimately, a team's success is determined by its staying power, rather than its singular goal achievement. Think dynasty rather than one-time victory. A crucial ingredient in long term success goes by many names – resilience, sandpaper, even grit. And it is crucial because the ever-changing work landscape provides multiple crises and potential team breaking setbacks and also many opportunities that resilient teams will seize and use to launch further success. Want your team to be resilient? Then get your grit on. As a result of participating in this course participants will learn to:*

- *Understand what resilience is, what characterizes resilient teams, and what great leaders can do to gain grit*
- *Discover the 4 key elements of resilience, the 3 vital team protective factors and a user-friendly framework to assess and improve your team's resilience*
- *Learn how to use science based best practice strategies, tools and tactics to help your team adapt and bounce back*
- *Conduct a team resilience audit and identify risks and opportunities*

<b>Date(s):</b>	Tuesday & Wednesday, May 5 & 6
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Monique Armstrong, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles. This virtual and dynamic session is designed for open minded and forward-thinking leaders who are seeking an understanding of the psychological principles behind, and the practical and proven tools used, to realize team resilience.
<b>Registration Maximum:</b>	25 participants

## ADDITIONAL INFORMATION:

Through participation and practice, learners will understand what brain science tells us about team disruption, energy and setbacks; utilize practical tips and techniques to help their team cope with disruption and sustain energy; recognize their personal impact on their team's resilience and better understand their team's resilience gaps and opportunities to improve.

# Strategic Management

## Key Topics:

*This course is designed to equip emerging leaders with an understanding of what business strategy is and their role in shaping and executing strategies as leaders.*

*Participants will learn how to create value for their organization and develop the ability to adjust strategy execution in response to a changing environment. As a result of participating in this course participants will:*

- *Understand what Strategy is*
- *Strategy and Leadership – why should you care and what it means to you*
- *Creating value*
- *How you can create value through strategy and strategy execution*
- *Strategic Planning Process Overview – your role in it*
- *Understanding the environment: external and internal assessments*
- *Diagnosing the environment – building your own assessment*
- *Tying everything together*
- *Establishing an action plan*

<b>Date(s):</b>	Tuesday & Wednesday, April 21 & 22
<b>Time:</b>	9:00 AM - 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Margaret Zanel & Mark John Stewart, Executive Education, DeGroote School of Business
<b>Target Group:</b>	For all high potential and emerging leaders or those transitioning into leadership roles. Participants will gain an understanding of what business strategy is and their role in shaping and executing strategies as leaders.
<b>Registration Maximum:</b>	25 participants

## ADDITIONAL INFORMATION:

This course is designed to equip emerging leaders with an understanding of what business strategy is and their role in shaping and executing strategies as leaders. Case studies and participants' own organizational examples will be used to illustrate and deepen the lessons.





# PROFESSIONAL DEVELOPMENT



# Construction Act Legislation: Releasing the Holdback

## Key Topics:

As a result of participating in this program, participants will be able to:

- Review the City's internal process for releasing a holdback under construction lien legislation
- Identify and explain different holdbacks – basic and finishing
- Review the concepts of “substantial performance” and “deemed completion” and how they impact release of holdback
- Calculating the holdback
- When can we release the holdback
- How deficiencies impact release of the holdback
- When do we require advertisement of the certificate of substantial performance

<b>Date(s):</b>	Tuesday, April 21
<b>Time:</b>	9:00 AM to 12:00 PM
<b>Location:</b>	350 City Hall Sq W, Room 140
<b>Trainer:</b>	Mark Nazarewich, Senior Legal Counsel
<b>Target Group:</b>	For employees who supervise and administer construction projects or supervise payment of holdbacks and release of construction project funds
<b>Registration Maximum:</b>	24 participants

### ADDITIONAL INFORMATION:

Join Mark Nazarewich as he discusses the City's internal process for releasing a holdback under construction lien legislation.

# Exceptional Customer Service in the Public Sector

## Key Topics:

This workshop engages participants to understand complex customer service challenges in the public sector. Through interactive exercises, participants will learn how to respect, manage, and adapt to various customer types using customer service theory and various communication approaches. Working on communication tools, considering an equity lens, and practicing de-escalation techniques, participants will leave with greater confidence in how to overcome various challenges in order to deliver more effective, positive customer service.

- Learn how to prioritize quality customer service, recognize its intrinsic value to our communities, and respond with agility and empathy to citizen needs.
- Discover strategies to exceed expectations and foster long-term trust by delving into the minds of public sector customers and what motivates a positive, memorable experience.

<b>Date(s):</b>	Tuesday, May 5
<b>Time:</b>	9:00 AM to 4:00 PM
<b>Location:</b>	350 City Hall Square, Room 204
<b>Trainer:</b>	Jamie Boyle, Customer Service Trainer
<b>Target Group:</b>	For all interested employees who are customer-facing or managers who are responsible for refining customer service processes and approaches.
<b>Registration Maximum:</b>	25 participants

### ADDITIONAL INFORMATION:

For all interested employees who are customer-facing or managers who are responsible for refining customer service processes and approaches.

# OMERS Information Session

## Key Topics:

<b>Date(s):</b>	Monday, May 11
<b>Time:</b>	9:00 AM - 11:00 AM
<b>Location:</b>	Virtual Classroom Delivery Microsoft Teams
<b>Trainer:</b>	Education & Training Specialists, OMERS
<b>Target Group:</b>	Ideally suited for all OMERS members, regardless of age or years of service.
<b>Registration Maximum:</b>	50 participants

While the focus of this presentation is centered around the structure of OMERS, it is not intended to provide participants with financial planning advice or recommendations

- How your OMERS pension is calculated
- How the OMERS bridge benefit works
- How your OMERS pension is protected from inflation
- How the OMERS Fund is performing
- How buying or transferring service can increase your future pension and may help you retire sooner
- How Additional Voluntary Contributions (AVC's) work
- How OMERS survivor benefit entitlement is determined
- Q&A

### ADDITIONAL INFORMATION:

*Join our Education & Training Specialists from OMERS as they deliver an informative presentation on your OMERS Pension Plan.*

# Retirement Planning

## Key Topics:

<b>Date(s):</b>	Tuesday & Wednesday, May 12 & 13
<b>Time:</b>	9:00 AM - 4:30 PM
<b>Location:</b>	350 City Hall Square West, Meeting Room
<b>Trainer:</b>	Various Representatives from OMERS, Service Canada, Human Resources and other local reps
<b>Target Group:</b>	Ideally suited for employees within 3-5 years of retirement.
<b>Registration Maximum:</b>	24participants

The purpose of this Retirement Planning program is to prepare prospective retirees (ideally within 3-5 years of retirement) for all facets of retirement including financial, physical, emotional and social considerations. Each topic is designed to assist individuals in planning for and enjoying retirement.

Topics will be presented by a variety of specialists.

### ADDITIONAL INFORMATION:

*Join a host of presenters as they cover a variety of topics centered around planning and enjoying retirement.*

# Social Influence & Awareness

## Key Topics:

Influence begins with understanding. Learn how to read group dynamics, interpret unspoken cues, and build trust that drives collaboration. As part of this program, participants will learn to:

- Recognize social signals that shape workplace interactions
- Use positive influence to guide outcomes, not control them
- Build authentic credibility across diverse teams

<b>Date(s):</b>	Tuesday & Thursday, March 3 & 5
<b>Time:</b>	1:00 PM to 4:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Diana Kawarsky, President, The Soft Skills Group Inc.
<b>Target Group:</b>	For anyone who wants to learn how to read group dynamics, interpret unspoken cues, and build trust that drives collaboration.
<b>Registration Maximum:</b>	24 participants

### ADDITIONAL INFORMATION:

Hybrid workplaces and cross-cultural teams need socially intelligent professionals who can influence without authority. Join Diana Kawarsky as she leads learners through social cues that shape workplace interactions.

# Strategic Adaptability

## Key Topics:

Adaptation is not reaction - it's the informed evolution. This session develops the foresight to pivot strategically.

As a result of participating, learners will:

- Recognize when to shift direction versus stay the course
- Integrate change into long-term goals
- Practice scenario planning and agile decision-making

<b>Date(s):</b>	Tuesday & Wednesday, May 26 & 27
<b>Time:</b>	9:00 AM to 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Diana Kawarsky, President, The Soft Skills Group Inc.
<b>Target Group:</b>	For anyone who wants to develop the foresight to pivot strategically amid AI shifts, economic uncertainty, and global change.
<b>Registration Maximum:</b>	24 participants

### ADDITIONAL INFORMATION:

Join Diana Kawarsky as she demonstrates the importance of Strategic Adaptability in order to thrive amid AI shifts, economic uncertainty, and global change.

# The Art and Science of Giving and Receiving Feedback

## Key Topics:

Giving performance feedback is a responsibility and a privilege, it is also a liability because while feedback is so critical to learning, it's hard to do it well. Without the right skills, feedback often feels uncomfortable and awkward for both parties and can do more harm than good. Giving and receiving effective feedback is a nuanced practice that is considered both a science and an art. Blending the latest insights from neuroscience and psychology with practical advice and tools, this workshop is designed to teach leaders how to better plan for, approach, and manage performance conversations.

The session's key topics include:

- The new never normal and how effective communicators are navigating the moment
- Leveraging the social brain and its role in giving and receiving performance feedback
- Understanding the impact of intergenerational rubs
- The importance of breaking through the "noise" when communicating with others
- Using trust to get to authentic dialogue, shared meaning and growth minded outcomes
- Best practice conversation frameworks, strategies and tools

<b>Date(s):</b>	Wednesday & Thursday, May 27 & 28
<b>Time:</b>	9:00 AM to 12:00 PM, both days
<b>Location:</b>	Virtual Classroom Delivery, Zoom Technology
<b>Trainer:</b>	Monique Armstrong, Executive Education, DeGroote School of Business
<b>Target Group:</b>	This workshop is ideally suited to teach leaders how to better plan for, approach, and manage performance conversations.
<b>Registration Maximum:</b>	24 participants

## ADDITIONAL INFORMATION:

When people ask for your feedback, it's a mark of respect. they value your knowledge, skill or taste. They feel connected." Adan Grant, UPenn (2021)

Join Monique Armstrong in this skills-based learning session as she teaches leaders how to better plan for, approach, and manage performance conversations.

# The Power of Mattering: How Leaders Can Create a Culture of Significance

## Key Topics:

**Date(s):** Monday & Tuesday,  
March 30 & 31

**Time:** 9:00 AM to 12:00 PM,  
both days

**Location:** Virtual Classroom Delivery  
Zoom Technology

**Trainer:** Margaret Zanel and  
Mark John Stewart,  
Executive Education,  
DeGroote School of  
Business

**Target Group:** This program is ideally suited for all leaders who want to learn how the science of mattering connects to employee motivation, retention and psychological safety.

**Registration  
Maximum:** 24 participants

This course presents the foundational leadership principle of “mattering” - the idea that people thrive when they feel seen, valued, and needed. This session explores how a sense of significance contributes to employee engagement, mental well-being, and performance. The course equips leaders with the tools to intentionally embed mattering into everyday interactions, team dynamics, and organizational culture. As a result of participating in this course learners will:

- Understand the core elements of mattering (being seen, valued, and needed) and why they are essential in today’s workplace
- Explore the Mattering Map and identify practical opportunities to apply it in their leadership
- Learn how to implement the Daily Mattering Practice to build team morale and performance
- Conduct a self-assessment using the Mattering Audit to identify strengths and growth areas in their leadership
- Practice skills in specific, values-based recognition and purpose-driven communication
- Be equipped to create psychologically safe, inclusive environments where people know their work and presence matter

### ADDITIONAL INFORMATION:

Join Mark and Margaret as they explore practical frameworks such as the Mattering Map, the Daily Mattering Practice, and the Mattering Audit to assess and improve how to lead. Through reflective exercises and scenario-based learning, learners will gain strategies to build trust, recognize others with impact, and foster a more inclusive, purpose-driven culture.

# Union & Non-Union Job Evaluation Procedures

## Key Topics:

<b>Date(s):</b>	Thursday, June 4
<b>Time:</b>	9:00 AM to 12:00 PM
<b>Location:</b>	350 City Hall Sq W. Room 140
<b>Trainer:</b>	Jessie Wilson & Kailey Carr, Total Compensation Specialists, Human Resources
<b>Target Group:</b>	For all non-union managers and supervisors with direct reports who are or will be required to complete or sign off on job evaluations for union and non-union subordinates in compliance with the L543 and L82 Collective Agreements and CANUE Terms and Conditions
<b>Registration Maximum:</b>	24 participants

- Overview of Joint Job Evaluation and Pay Equity
- L543/L82 Job Evaluation Procedure
- L543/L82 Job Evaluation forms
- Non-Union Job Evaluation Procedures and Non-Union Job Evaluation Internal Appeal Procedure
- Non-Union Job Evaluation Forms
- Responsibilities of all managers and supervisors under the L543 and L82 Collective Agreements and CANUE Terms and Conditions

### ADDITIONAL INFORMATION:

For all non-union managers and supervisors with direct reports who are or will be required to complete or sign off on job evaluations for union and non-union subordinates in compliance with the L543 and L82 Collective Agreements and CANUE Terms and Conditions.

# Unleashing the Power of Generative AI

## Key Topics:

<b>Date(s):</b>	Tuesday & Wednesday, March 3 & 4
<b>Time:</b>	9:00 AM to 12:30 PM both days
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Jonathan Carrigan, Executive Education, DeGroote School of Business
<b>Target Group:</b>	This course is for anyone who wants to learn how to leverage generative AI to transform their businesses, enhance their creativity, and solve their problems.
<b>Registration Maximum:</b>	24 participants

In this module you will learn the basics of generative AI, how it works and what it can do for your business. You will also learn about the key capabilities and limitations of generative AI, and the common platforms you can use to access generative AI. How to incorporate AI to create data, content, or media. As well, to utilize AI to analyze data.

- Understanding Gen-AI and its potential for business.
- The key capabilities and limitations of Gen AI
- Popular platforms and emerging capabilities
- Effective prompt writing for business
- One-Shot prompting for quick results
- Iterative prompting for deeper collaborations
- Preparing, Analyzing, and advanced data capabilities
- Custom GPTs for better results
- Intelligent Agents and Tasks Automation
- Emerging capabilities of Gen AI

## ADDITIONAL INFORMATION:

*Back by popular demand!*

*Join Jonathan Carrigan as he demonstrates how you can leverage generative AI to transform businesses, enhance creativity, and solve problems.*

# Working Smarter with AI: Build & Lead your Virtual AI Team

## Key Topics:

**Date(s):** Tuesday & Wednesday,  
March 24 & 25

**Time:** 9:00 AM to 12:00 PM

**Location:** Virtual Classroom Delivery  
Zoom Technology

**Trainer:** Jonathan Carrigan,  
Executive Education,  
DeGroote School of  
Business

**Target Group:** This course is for professionals who have a working knowledge of generative AI and are ready to move beyond single-use prompts into strategic, integrated AI collaboration.

**Registration  
Maximum:** 24 participants

This advanced, hands-on workshop is designed for professionals who understand the basics of generative AI and are ready to take the next step. By the end of the day, participants will walk away with a functional set of AI assistants, a repeatable process for managing their virtual team, and a new lens for reimagining how work gets done. As a result of participating, learners will:

- Identify high-impact opportunities to delegate cognitive tasks to AI assistants
- Apply a structured framework to define clear roles for AI teammates
- Design assistant personas with specific responsibilities, tone and expertise
- Build and refine functional assistants using Custom GPTs, Copilot Agents and Gemini Gems
- Orchestrate multi-step workflows by coordinating multiple AI teammates
- Establish sustainable, ethical, and privacy-aware practices for ongoing assistant use.

## ADDITIONAL INFORMATION:

Join Jonathan Carrigan as he demonstrates how you can reimagine your workflow through the lens of human-AI collaboration and identify where virtual assistants can create real value.

# KNOWLEDGE BITES ...

Offering bite-size  
presentations on a  
variety of topics



# Anti-Racism and Anti- Oppression Practices in Action

<b>Date(s):</b>	Thursday, June 11
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Michelle Hawks, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to explore how anti-racism and anti-oppression values shape healthy and equitable workplaces.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

**In partnership with Canadian Centre for Diversity and Inclusion.**

It can be challenging to take theories or frameworks and apply them to our everyday actions and practices. This webinar will focus on sharing skills and real-life workplace examples of anti-racism and anti-oppression in action. From hiring and retention practices to psychological safety and employee cultures of belonging, we will explore how anti-racism and anti-oppression values shape healthy and equitable workplaces.

### ADDITIONAL INFORMATION:

- *Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and there will be an opportunity for Q&A towards the end with the presenter*

# Bias & Belonging: Understanding and Mitigating Unconscious Bias in Canadian Workplaces

<b>Date(s):</b>	Thursday, January 15
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Michelle Hawks, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to learn the practical tools needed to challenge unconscious bias and reduce its negative impact on our workplace operations, interactions, and culture.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

In partnership with Canadian Centre for Diversity and Inclusion.

In today's Canadian workforce, belonging, dignity, and respect are the foundations for equity and success. Yet, unconscious bias can distort and misdirect people to perpetuate assumptions and stereotypes that are discriminatory and harmful in the workplace. This session will focus on empowering learners with the practical tools they need to challenge unconscious bias and reduce its negative impact on our workplace operations, interactions, and culture.

## ADDITIONAL INFORMATION:

- *Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and there will be an opportunity for Q&A towards the end with the presenter*

# Black History Month: Exploring Black Leadership - Panel

<b>Date(s):</b>	Thursday, February 5
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Michelle Hawks, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to explore the evolving landscape of Black leadership across Canada through the lens of diversity, equity, inclusion and accessibility.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

**In partnership with Canadian Centre for Diversity and Inclusion.**

What does Black leadership look like today, and how is it shaping the future of equity and belonging? This dynamic panel discussion will explore the evolving landscape of Black leadership across Canada through the lens of diversity, equity, inclusion, and accessibility. It will spotlight the innovation and collective impact of Black leaders across sectors. Designed to be responsive to current contexts, the session will create space for authentic voices and timely insights that inspire continued learning and change.

### ADDITIONAL INFORMATION:

- *Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and features a panel discussion.*

# Debt Solutions

## PART OF THE FINANCIAL LITERACY SERIES

<b>Date(s):</b>	Thursday, February 26
<b>Time:</b>	10:00 AM - 11:00 AM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Tina Filion, Community Engagement & Education Specialist, Credit Counselling Society of Canada
<b>Target Group:</b>	This presentation is for anyone who wants to learn about the various solutions to managing and reducing their debt loads
<b>Registration Maximum:</b>	50 participants

### Key Topics:

Part of the Financial Literacy Series.  
In partnership with Credit Counselling Society.

Debt can feel overwhelming, especially when you're not sure where to start of what options are available. This webinar is designed to help you better understand your personal debt situation and explore practical, realistic ways to move forward. As a result of participating, participants will learn:

- the most common types of debt
- proven strategies for repayment
- How to research trustworthy outside support
- Learn about different debt solution options, including when and how they may be helpful.

### ADDITIONAL INFORMATION:

*Join us for a virtual lunch & learn session to learn about various solutions to manage and reduce debt load. This session is educational, judgement-free, and focused on helping you build clarity and confidence - no matter where you're starting from. Whether you're feeling stuck, curious about your options, or supporting someone else on their financial journey, this webinar offers practical guidance and next steps you can use right away.*

# Disrupting Microaggressions in the Workplace

<b>Date(s):</b>	Tuesday, February 10
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Yingjun Chen, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to learn about microaggressions and their impact in the workplace.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

In partnership with Canadian Centre for Diversity and Inclusion.

What are microaggressions? And why are they a health and safety hazard for equity-deserving people and for workplaces? This skill building webinar will provide learners with the ability to understand microaggressions and their impacts while building personal and professional practices that challenge bias and encourage safety and equity. Together, we will explore communication and conflict resolution skills, strategies for intervention and response, and resources to bring back to your teams.

### ADDITIONAL INFORMATION:

Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and there will be an opportunity for Q&A towards the end with the presenter.

# Exploring Changes in Occupational Health & Safety Across Canadian Provinces

<b>Date(s):</b>	Tuesday, May 5
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Viktória Belle, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to learn about the recent changes to different provincial Occupational Health and Safety Acts and how this impacts DEIA in the workplace.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

In partnership with Canadian Centre for Diversity and Inclusion.

Join us as we explore and learn about the recent changes to different provincial Occupational Health and Safety Acts and how this impacts DEIA in workplaces today. This session will highlight recent OHSA changes in Ontario, Quebec and Alberta, while providing leaders and decision-makers with knowledge and resources to continue building more inclusive and equitable policies and practices.

## ADDITIONAL INFORMATION:

Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and there will be an opportunity for Q&A towards the end with the presenter.

# Financial Fraud: Recognize it, Report it, Stop it!

<b>Date(s):</b>	Thursday, May 14
<b>Time:</b>	1:00 PM - 3:00 PM
<b>Location:</b>	350 City Hall Square West, Meeting Room 204
<b>Trainer:</b>	Sgt. Robert Durling Financial Crimes Unit Windsor Police Service
<b>Target Group:</b>	This 2-hour presentation is for anyone who wants to learn about the latest fraud scams and thefts and avoid being a victim
<b>Registration Maximum:</b>	25 participants

## Key Topics:

In partnership with the Financial Crimes Unit, Windsor Police Services.

- Fraud - the crime of deception and opportunity
- Targeting seniors and how to protect them
- Types of Fraud, including home renovations, telemarketers, phishing, black money, identify and credit card fraud
- How to minimize your risk and what to do if you've been a victim

### ADDITIONAL INFORMATION:

*Join Sgt. Robert Durling of the Financial Crimes Unit of Windsor Police Services as he walks you through the latest fraud crimes and what you can do to prevent being victimized.*

# International Women's Day: Inspiration/Insight/Impact

<b>Date(s):</b>	Tuesday, March 10
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Anne-Marie Pham and, Sartaj Sarkaria Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to learn about the evolving landscape of DEIA leadership and reflect on how women are redefining leadership for a more equitable future.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

**In partnership with Canadian Centre for Diversity and Inclusion.**

Women make up half of the Canadian workforce, yet only 5% of Canadian companies have a woman CEO.

Join us for a thought-provoking conversation celebrating women who are shaping the future of Diversity, Equity, Inclusion, and Accessibility (DEIA) in Canada.

Our panel of leaders will explore what it means to lead inclusively, navigate complex systems, and create lasting impacts in workplaces and communities. Together, we'll discuss the evolving landscape of DEIA leadership and reflect on how women are redefining leadership for a more equitable future.

## ADDITIONAL INFORMATION:

*Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and features a panel discussion.*

# Loneliness and Isolation

**Date(s):** Wednesday, May 20

**Time:** 10:00 AM - 12:00 PM

**Location:** 350 City Hall Square West,  
Meeting Room 140

**Trainer:** Carrie Davis, MSW, RSW,  
Mental Health Promotion  
Workplace Outreach  
Worker,  
Canadian Mental Health  
Association (CMHA)

**Target Group:** This presentation is for anyone who wants to develop strategies for connection, enhancing social skills, and foster meaningful relationships in life.

**Registration  
Maximum:** 24 participants

## Key Topics:

**In partnership with Workplace Wellness.**

Loneliness and Isolation addresses one of the most significant—and often hidden—contributors to emotional distress. Loneliness is not simply about being alone; it is about feeling disconnected, unseen, or unsupported, even when surrounded by others.

This session explores the emotional, psychological, and social dimensions of loneliness and its impact on mental health, physical health, and overall quality of life.

Participants are guided to better understand the difference between solitude and isolation, examine barriers to connection, and develop skills to foster meaningful relationships rooted in authenticity, safety, and mutual respect.

### ADDITIONAL INFORMATION:

*Join Carrie Davis as she delves into strategies for connection, enhancing social skills, and fostering meaningful relationships in life.*

# Mapping DEIA Metrics in the Workplace

<b>Date(s):</b>	Tuesday, April 7
<b>Time:</b>	1:00 PM - 2:00 PM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Rochele Padiachy, Canadian Centre for Diversity and Inclusion
<b>Target Group:</b>	This presentation is for anyone who wants to explore how mapping DEIA metrics can provide a strong foundation for sustainability and ethical growth.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

In partnership with Canadian Centre for Diversity and Inclusion.

Research and data continue to demonstrate that diversity, equity, inclusion, and accessibility (DEIA) create more innovative and stronger performing teams and organizations. How can we map DEIA metrics in our workplaces through stories, data, and benchmarks? Join us as we explore how mapping DEIA metrics can provide us with a strong foundation for sustainability and ethical growth.

### ADDITIONAL INFORMATION:

*Join us for a virtual presentation in partnership with the Canadian Centre for Diversity and Inclusion (CCDI). The webinar will run for 60 minutes and there will be an opportunity for Q&A towards the end with the presenter.*

# Microaggressions: Recognize and Respond

**Date(s):** Tuesday, April 21

**Time:** 10:00 AM - 11:00 AM

**Location:** Virtual Classroom Delivery  
MS Teams

**Trainer:** Representatives from  
CultureAlly

**Target Group:** This presentation is suitable for anyone who wants to learn how to recognize, prevent and address microaggressions in the workplace.

**Registration Maximum:** 40 participants

## Key Topics:

**In partnership with Diversity & Accessibility at the City of Windsor.**

Unpack the subtle yet harmful impact of microaggressions in the workplace. Learn how to recognize common examples, understand their effects, and respond in ways that are respectful and inclusive.

As a result of participating, learners will gain:

- The ability to identify microaggressions and their impact
- Awareness of common workplace examples and their consequences
- Strategies to respond effectively as a bystander or directly affected individual
- Practical conflict resolution techniques to address harm and support inclusion.



Learn how to recognize, prevent  
and address microaggressions in the  
workplace.

# Positive You - Building Resiliency

<b>Date(s):</b>	Tuesday, May 19
<b>Time:</b>	10:00 AM - 12:00 PM
<b>Location:</b>	350 City Hall Square West, Meeting Room 140
<b>Trainer:</b>	Carrie Davis, MSW, RSW, Mental Health Promotion Workplace Outreach Worker, Canadian Mental Health Association (CMHA)
<b>Target Group:</b>	This presentation is for anyone who wants to learn the protective factors that help instill resilience in order to thrive even in the midst of trying times.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

**In partnership with Workplace  
Wellness.**

Positive You: Building Resilience is a strengths-based, psychologically informed session designed to help participants understand resilience not as an innate trait, but as a dynamic capacity that can be learned, strengthened, and sustained over time. While adversity is an inevitable part of life, our ability to respond to stress, recover from setbacks, and grow through challenge is profoundly shaped by the skills, beliefs, and supports we cultivate.

This session reframes resilience away from “pushing through” or toxic positivity, and toward adaptive coping, emotional flexibility, and self-efficacy. Participants explore how focusing on strengths, competencies, and past successes builds psychological protection and enhances overall well-being even in the midst of uncertainty, change, or ongoing stress.

### ADDITIONAL INFORMATION:

*Join Carrie Davis and learn about the protective factors that help instill resilience in order to thrive even in the midst of trying times.*

# The Truth About Credit

<b>Date(s):</b>	Thursday, April 9
<b>Time:</b>	10:00 AM - 11:00 AM
<b>Location:</b>	Virtual Classroom Delivery Zoom Technology
<b>Trainer:</b>	Tina Filion, Community Engagement & Education Specialist, Credit Counselling Society of Canada
<b>Target Group:</b>	This presentation is for anyone who wants to learn the myths around credit, the facts around credit reports, credit ratings, and credit scores.
<b>Registration Maximum:</b>	50 participants

## Key Topics:

Part of the Financial Literacy Series.  
In partnership with Credit  
Counselling Society.

Participants will learn about the  
myths around credit, the facts around  
credit reports, credit ratings, and  
credit scores alongside strategies on  
how to protect or repair their credit.

### Additional Information:

Join us for a virtual lunch & learn session to learn about the myths around credit, the facts around credit reports, credit ratings, and credit scores. This session is educational, judgement-free, and focused on helping you build clarity and confidence - no matter where you're starting from. Whether you're feeling stuck, curious about your options, or supporting someone else on their financial journey, this webinar offers practical guidance and next steps you can use right away.

# Worried Sick: Understanding & Responding to Emotional Distress

<b>Date(s):</b>	Tuesday, March 10
<b>Time:</b>	10:00 AM - 12:00 PM
<b>Location:</b>	350 City Hall Square West, Meeting Room 140
<b>Trainer:</b>	Carrie Davis, MSW, RSW, Mental Health Promotion Workplace Outreach Worker, Canadian Mental Health Association (CMHA)
<b>Target Group:</b>	This presentation is for anyone who wants to explore the signs, symptoms, treatment options and community resources to help with worry and anxiety.
<b>Registration Maximum:</b>	24 participants

## Key Topics:

### In partnership with Diversity and Accessibility at the City of Windsor.

Worried Sick provides a compassionate, practical exploration of anxiety and emotional distress. While anxiety is a normal and often adaptive response to life's challenges, it can become overwhelming when it begins to interfere with daily functioning, relationships, or overall well-being.

This session helps participants distinguish between typical stress responses and signs of more significant, treatable mental health concerns.

The focus is on understanding anxiety, reducing stigma, and increasing confidence in responding—both personally and in others—while emphasizing that effective support and treatment are available.

## ADDITIONAL INFORMATION:

*Join Carrie Davis as she explains the signs, symptoms, treatment options and how to access community resources and support.*

# McGill Personal Finance Essentials

In collaboration with RBC Future Launch and The Globe and Mail

If you're ready to take charge of your personal finances, then you're in the right place. From budgeting to borrowing, real estate and beyond, invest a few hours in this free, online course and you'll gain the knowledge and confidence to make a lifetime of smart financial decisions. Taught by professors from McGill University's Desautels Faculty of Management, the course is open to everyone. Finish all eight core modules to receive a McGill Personal Finance Essentials attestation of completion.



## Learn from the best

McGill's professors are world-class researchers and teachers who bring both passion and experience to the course.



## Learn at your pace

All learning modules and tests are online, so you can complete the course when and where it's best for you.



## Learn for free

Financial literacy is key to achieving important life goals. That's why we have made this course free for anyone ready to invest in themselves.

## Course Content:

Module 1: Introduction to Personal Finance  
Module 2: Budgeting and Saving  
Module 3: Your Money: Today and Tomorrow  
Module 4: Understanding Debt and Borrowing  
Module 5: The Art of Investing

Module 6: Retirement Planning  
Module 7: The Realities of Real Estate  
Module 8: Behavioural Finance  
Bonus Module: Responsible Investing  
Bonus Module: Cryptocurrencies & Crypto Tokens

Register [HERE](#) Use of a personal email address is recommended for this site.



McGill | DESAUTELS



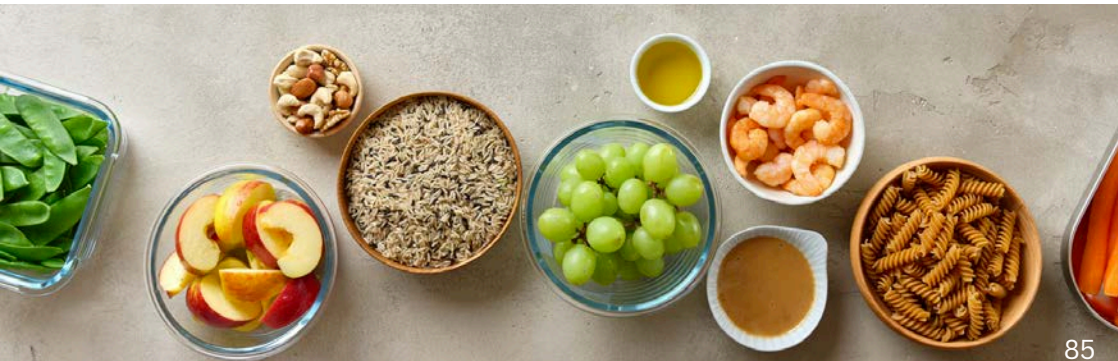
RBC Future Launch



THE GLOBE AND MAIL



# WORKPLACE WELLNESS



# PHYSICAL HEALTH

In 2026, it's all about motivating employees, their families, and retirees to adopt habits that promote movement and nourish their bodies for improved health, recovery, and vitality.



## BE ACTIVE & TAKE CARE OF YOURSELF

January	February	March	April
<p><i>Choose to Improve</i></p> <p><i>Roll out of the 2025 Wellness Work Plan</i></p>	<p><i>Chronic Health Focus</i></p>	<p><i>Healthy Eating</i></p> <p><i>Nutrition Month</i> <i>30 Day Nutrition Challenge</i> <i>Hats on for Healthcare</i></p>	<p><i>Organ &amp; Tissue Health</i></p> <p><i>Organ &amp; Tissue Donor Month</i> <i>Volunteer Month</i></p>

# MENTAL HEALTH

Just like physical health, mental fitness is essential for our overall well-being and success. Taking time to strengthen your mind can improve focus, resilience, and energy throughout the day.



## MENTAL FITNESS & SELF-AWARENESS

May	June	July	August
<p><i>Mental Health Month</i></p> <p><i>National Mental Health Week</i> <i>Wellness Step Challenge</i></p>	<p><i>Stay Active</i></p> <p><i>Recognizing Bike Month and Recreation &amp; Parks Month</i></p>	<p><i>Self-Awareness</i></p> <p><i>Water Wellness Challenge</i></p>	<p><i>Financial Wellness</i></p>

\*\* Stay tuned for regular monthly updates highlighting additional initiatives aligned with the themes outlined in the work plan

# FIRST AID/CPR AND AUTOMATED EXTERNAL DEFIBRILLATOR TRAINING



SECOND CHANCE CPR  
871 Janette Ave.

HERE'S WHAT YOU'LL  
LEARN IN OUR TRAINING:

- ✓ Essential Life Saving Techniques
- ✓ Empowerment and Confidence
- ✓ Comprehensive Curriculum

## PROGRAMS

- CPR/AED with Child & Infant Modules (Level C) ◀
- Standard First Aid, CPR & AED Recertification ◀
- Standard First Aid, CPR & AED Training (Level C) ◀

*All First Aid Training courses include Public Access Defib Responder (P.A.D.-R.) requirements.*

# CPR/AED with Child & Infant Modules (Level “C”) – 000130

## Key Topics:

### Date(s):

Session #1:  
Tuesday, March 10  
Session #2:  
Tuesday, April 28  
Session #3:  
Tuesday, May 26

### Time:

8:30 AM to 12:30 PM

### Location:

Second Chance CPR  
871 Janette Ave.

### Trainer:

Second Chance CPR

### Target Group:

For non-emergency staff who are certified in CPR/AED, but need to meet the annual retraining requirement.

### Registration Maximum:

12 participants

This course will teach participants to describe the Chain of Survival and how it applies in their own lives and show competency in responding in a cardiopulmonary emergency involving an adult, child and infant. Course topics include:

- Identify the principles and rationale for high quality one-rescuer CPR and rescue breathing for all ages
- Demonstrate the proper sequence for managing an airway obstruction in all ages
- Demonstrate the proper sequence for one-rescuer and two-rescuer CPR for all ages
- Demonstrate the importance of AED and how to utilize in an emergency
- Demonstrate how to clear airway obstructions in adults, children and infants
- Scenario based training utilizing manikins with electronic feedback
- Proper use of barrier devices and personal protective equipment

**NOTE:** annual retraining is required to maintain certification

## ADDITIONAL INFORMATION:

*CPR/AED Certification must be renewed annually.  
On-site parking is available at Second Chance CPR, 871 Janette Ave.*

# Standard First Aid, CPR/AED Recertification with Child & Infant Modules (Level “C”) – 000050

**Date(s):** Session #1:  
Thursday, February 12  
Session #2:  
Thursday, April 16  
Session #3:  
Wednesday, June 3

**Time:** 8:30 AM to 4:30 PM

**Location:** Second Chance CPR  
871 Janette Ave.

**Trainer:** Second Chance CPR

**Target Group:** For all non-emergency staff who have completed the 2-day (Standard First Aid/CPR & AED Training) and need to meet the 3 year recertification requirement

## Registration

**Maximum:** 12 participants

## Key Topics:

This course teaches the participant how to approach and manage medical emergencies and provide care to the patient until EMS arrives. Compulsory topics include:

- Bleeding and wound management
- Muscular/Skeletal emergencies
- Head & spinal emergencies
- Respiratory emergencies
- Communicable diseases
- Burns
- Seizures
- Diabetic emergencies
- Poisoning
- Triage
- Defibrillation
- Airway
- Breathing
- Circulation
- Rescue Breathing
- Signs & symptoms of heart attack
- Signs & symptoms of stroke
- CPR skills
- Choking (conscious/unconscious)

## NOTE:

Completion of this course is valid for 3 years after which the Standard First Aid/CPR/AED 2-day training is required.

## ADDITIONAL INFORMATION:

*On-site parking is available at Second Chance CPR, 871 Janette Ave.*

# Standard First Aid, CPR/AED with Child & Infant Modules (Level “C”) – 000051

**Date(s):** Session #1:  
Wed/Thurs. Jan. 21 & 22  
Session #2:  
Tues/Wed. Mar. 3 & 4  
Session #3:  
Thurs/Fri. May 7 & 8

**Time:** 8:30 AM to 4:30 PM  
both days

**Location:** Second Chance CPR  
871 Janette Ave.

**Trainer:** Second Chance CPR

**Target Group:** For all non-emergency staff who want to receive First Aid/CPR/AED training; in addition to those whose recertification will be expiring

## Registration

**Maximum:** 12 participants

## Key Topics:

This course teaches the participant how to approach and manage medical emergencies and provide care to the patient until EMS arrives. Compulsory topics include:

- Bleeding and wound management
- Muscular/Skeletal emergencies
- Head & spinal emergencies
- Respiratory emergencies
- Communicable diseases
- Burns
- Seizures
- Diabetic emergencies
- Poisoning
- Triage
- Defibrillation
- Airway
- Breathing
- Circulation
- Rescue Breathing
- Signs & symptoms of heart attack
- Signs & symptoms of stroke
- CPR skills
- Choking (conscious/unconscious)

## NOTE:

Completion of this course is valid for 3 years, after which the 1-day Standard First Aid/CPR/AED Recertification is required

## ADDITIONAL INFORMATION:

Attendance for both days is **MANDATORY**.  
On-site parking is available at Second Chance CPR, 871 Janette Ave.

# OCCUPATIONAL HEALTH & SAFETY TRAINING

The following section highlights a select (but not exhaustive) list of Health & Safety Training available through Occupational Health & Safety.

A limited number of Health & Safety courses have been scheduled in this Training and Development Guide and course registrations will be distributed for those courses only.



Occupational Health & Safety Advisors will continue to work directly with their respective areas of responsibility to determine departmental and employee training needs as legislatively required to ensure compliance under the Occupational Health & Safety Act.

# Asbestos Level II - 000071 (Working with Asbestos)

COMPLETION OF ASBESTOS AWARENESS IS A PREREQUISITE

## Target Group:

Mandatory for all custodians, caretakers, trades, IT staff whose duties do include building maintenance, repair or altering of building structures or equipment installation which may affect building structures or building materials. This includes all supervisors and managers who oversee the activities or those who oversee the site themselves.

## Delivery:

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

Level II is intended for staff and those who oversee their work, or oversee the sites themselves to provide information on asbestos containing materials (ACMs). It is important for staff who might work in proximity to ACM's to understand how to do so safely and in compliance with all applicable regulatory requirements; to know where asbestos is likely to be located, and take the proper procedures to protect themselves and others.

This course will familiarize participants with the requirements of Occupational Reg 278/05 and the requirements contained therein around asbestos work processes and includes a written test.

### ADDITIONAL INFORMATION:

*Completion of Asbestos Awareness Level I is a prerequisite to this course and is available via E-Learn – see EL0003.  
There is NO retraining requirement.*

# Confined Space Entry - 000052

## Target Group:

Any employee who does or may have occasion to work in a confined space and/or is involved in Confined Space Rescue as identified by Regulation 632/05. There is no legislated or corporate requirement for refresher training.

## Delivery:

Training can be arranged by contacting the Health & Safety Advisor assigned to the respective department.

## Location:

Parks West Yard,  
4255 Matchette Road

## Key Topics:

- Confined space legislation, characteristics and hazards
- Entry Plan and Permit document
- Atmospheric testing retrieval and protective equipment inspections and operation
- Entry & Rescue procedures and techniques
- Practical assessment of entry and rescue exercises
- Written test

### ADDITIONAL INFORMATION:

*Confined Space Entry "Refresher" training is required annually.*

# Confined Space Entry Refresher- 000501

## Target Group:

Any employee who performs confined space entry (or related) work as identified by Regulation 632/05 **and** who has already completed the 3-day Confined Space Entry Course (000052).

## Delivery:

Training can be arranged by contacting the Health & Safety Advisor assigned to the respective department.

## Location:

Parks West Yard,  
4255 Matchette Road

## Key Topics:

- Review confined space legislation, characteristics and hazards
- Review entry plan and permit document
- Review retrieval and protective equipment
- Review entry/rescue procedures and techniques
- Practical assessment of entry and rescue exercise
- Written test

### ADDITIONAL INFORMATION:

*This is an annual refresher course intended to review the fundamental skills, knowledge and competencies to safely perform confined space entry and related work. CSA approved safety footwear is required. Aspects of this course are physically demanding - particularly when handling equipment and performing entry/rescue exercises. Employees are encouraged to speak with the instructors if any physical limitations may preclude them from full participation.*

# Defensive Driving - 000053

## FOR COMMERCIAL MOTOR VEHICLE OPERATORS

### Target Group:

All employees who drive or may have occasion to drive a commercial motor vehicle as part of their job duties.

### Delivery:

Available via E-Learn – **EL0024**

To access the eLearning site, please click the following link or type it into your browser's address bar:

[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

### Key Topics:

- Current statistics in Ontario
- Highway Traffic Act
- Human/mechanical elements
- Environment inside the vehicle
- Road, traffic and weather conditions
- Passing/backing up and turning procedures
- Written test

### ADDITIONAL INFORMATION:

*For those driving a vehicle or combination of vehicles weighing over 4500 kgs.  
Retraining is required every 5 years.*

# Defensive Driving - 000054

## FOR NON-COMMERCIAL MOTOR VEHICLE OPERATORS

### Target Group:

All employees who drive or may have occasion to drive a non-commercial city vehicle and/or a personal vehicle as part of their job duties.

### Delivery:

Available via E-Learn – **EL0025**

To access the eLearning site, please click the following link or type it into your browser's address bar:

[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

### Key Topics:

- Current statistics in Ontario
- Highway Traffic Act
- Human/mechanical elements
- Environment inside the vehicle
- Road, traffic and weather conditions
- Passing/backing up and turning procedures
- Written test

### ADDITIONAL INFORMATION:

*Retraining is required every 5 years.*

# Emergency Response Training for City Hall Campus – EL0033

(CONTENT MERGED FROM ERT350/400 CITY HALL SQUARE)

## Target Group:

Mandatory for any employee whose work site is located at 350 City Hall Square West or 400 City Hall Square East.

## Delivery:

Available via E-Learn – **EL0033**

To access the eLearning site, please click the following link or type it into your browser's address bar:

[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Introduction
- Review of City Hall Campus Emergency Manual Chapters
- Roles and Responsibilities
- Site emergency response team
- General emergency evacuation procedures
- Medical emergency procedures
- Bomb threat
- Earthquake and tornado procedure
- Chemical accident procedures
- Occupation procedures
- Hostage taking procedures
- Armed robbery procedures
- Power and water failure procedures
- Explosion procedures
- Suspicious mail & other harmful objects
- Public access defibrillator procedures
- Duress alarm procedures
- Blue light emergency system & trespassed persons

### ADDITIONAL INFORMATION:

*There is NO retraining requirement.*

# Fork Lift- 000057

## THEORY ONLY

### Target Group:

Employees who operate or may operate a forklift, those who require the 3-year refresher training and any Supervisor whose staff operate a forklift.

### Delivery:

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

### Key Topics:

- Hazard identification
- Legislation
- Safe operating procedures/principles
- Center of gravity
- Stability triangle
- Operator responsibilities
- Propane powered
- Electrically powered
- Written Test

### ADDITIONAL INFORMATION:

*The CSA Standard requires theoretical training and a practical assessment every 3 years. Upon successful completion of the theoretical training, all participants must arrange for and pass the practical (hands on) assessment before they are deemed qualified to operate a fork lift.*

# Health & Safety Supervisory 000015

**THIS IS A MANDATORY COURSE FOR THE MWC PROGRAM  
(COMPLETION OF ONLINE CESO IS A PREREQUISITE)**

## Key Topics:

### Date(s):

Session #1:

Wednesday, February 11

Session #2:

Wednesday, June 10

### Time:

8:30 AM to 4:30 PM

### Location:

400 City Hall Sq. E  
Room 408

### Trainer:

Health & Safety Advisors.  
Human Resources Dept.

### Target Group:

Mandatory for all management personnel who have not yet attended and/or have reached their 5 year recertification requirement as well as those who are working in an acting supervisory or managerial position for any length of time.

### Registration Maximum:

12 participants

- Health, safety and the law
- Effective leadership
- Discipline and enforcement
- Hazard recognition, assessment and control
- Workplace inspections
- Workplace incident investigations
- Emergency preparedness
- Dealing with contractors
- Due diligence
- Documentation and communication
- WSIB and what they do
- Important forms
- Early and safe to work requirements
- Modified and transitional work planning
- Tracking absences and lost time

Successful completion of all 6 CESO courses via e-learn in the previous 5 years is a mandatory pre-requisite for this course.

1. Injury Prevention 2018
2. Fire Extinguisher 2016
3. Ladder Safety 2016
4. Occupational H&S training 2017  
(Transit Windsor as appropriate)
5. Respectful workplace training
6. WHMIS 2015

### ADDITIONAL INFORMATION:

*Regulation 297/13 stipulates that new supervisors (inclusive of acting supervisors) must be trained in supervisory health & safety responsibilities within 5 days of assuming supervisory duties. There is no distinction made between temporary vs. permanent supervisors. There is a 5-year retraining requirement.*

# Hot Work - 000102

## Target Group:

For employees who perform work that could produce a source of ignition, such as a spark or open flame. Examples of types of work are: welding, cutting, grinding, use of non-explosion proof electrical equipment. Employees who are required to perform maintenance or routine service on equipment or machinery that may contain or produce a source of energy.

## Delivery:

This course is available via E-Learn – **EL0035**

To access the eLearning site, please click the following link or type it into your browser's address bar:

[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Hot work safety
- Hot work permits
- Identify the general hazards associated with hot work activities
- Apply and use the hot work permit system
- Explain the roles of personnel for the hot work permit system
- Explain the difference between a designated, non-permissible and controlled area

### ADDITIONAL INFORMATION:

*This is a one hour session only*

# Investigating Workplace Violence/Harassment Complaints for Managers & Supervisors - 000059

**Date(s):** Session #1:  
Wednesday, February 18  
Session #2:  
Wednesday, April 29

**Time:** 8:30 AM to 12:00 PM

**Location:** 400 City Hall Sq. E  
Room 408

**Trainer:** Health & Safety Advisor,  
Human Resources Dept

**Target Group:** All managers and  
supervisors

**Delivery:** On-site delivery can also  
be arranged by  
contacting the Health &  
Safety Advisor assigned  
to the respective  
department

**Registration  
Maximum:** 12 participants

## Key Topics:

- First response
- Workplace violence procedure (sections 7, 8 9) and Workplace Harassment Procedure (sections 10 & 11)
- Emergency measures
- Documentation
- Dismissal/referral of complaint
- Informal resolutions
- Conducting formal investigations
- Collection/preservation of evidence
- Complainant and witness interviews
- Investigation report/acting on report

### ADDITIONAL INFORMATION:

*There is NO retraining requirement.*

# Load (Cargo) Securement - 000060

## Target Group:

Workers who are required to affix materials of varying weights and sizes to a vehicle or trailer for transport

## Delivery:

This course is available via E-Learn – **EL0037**

To access the eLearning site, please click the following link or type it into your browser's address bar:  
[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Introduction
- Standards of basic physics principles
- General cargo securement requirements: equipment and methods
- Automobiles, trucks and vans
- Load securement video
- Written test

### ADDITIONAL INFORMATION:

*There is NO retraining requirement.*

*A commercial motor vehicle is defined as a vehicle whose gross weight is 4501 or more and includes the combined weight of a vehicle and anything the vehicle is towing.*

# Lock Out/Tag Out (LOTO) - 000061

## Target Group:

All staff who maintain, service or repair equipment or machinery that may contain or produce a source of energy.

## Delivery:

This course is available via E-Learn – **EL0046**

To access the eLearning site, please click the following link or type it into your browser's address bar:  
[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Legal, corporate and departmental responsibilities
- Hazards associated with LOTO
- Isolation of energy sources
- LOTO equipment and devices
- Guidelines for department-specific LOTO procedures

### ADDITIONAL INFORMATION:

*There is NO retraining requirement.*

# New/Current Joint Health & Safety Committee and Health & Safety Representative Training - 000062

## Key Topics:

### Date(s):

Session #1:

Thursday, March 5

Session #2:

Wednesday, May 13

### Time:

8:30 AM to 12:00 PM

### Location:

400 City Hall Sq. E  
Room 408

### Trainer:

Health & Safety Advisor,  
Human Resources Dept

### Target Group:

For all new and current Joint Health & Safety Committee representatives or Health & Safety Reps who have not yet been trained, inclusive of alternates in addition to previously trained HSC reps that require refresher training

### Delivery:

On-site delivery can also be arranged by contacting the Health & Safety Advisor assigned to the respective department

### Registration Maximum:

12 participants

- Define the role of JHSC in the workplace
- Requirements for committee composition, selection, meetings
- Functions/powers of JHSC/designated members
- Duties of employer, supervisor, employee, certified committee members
- Discuss purpose of JHSC
- Explain function of JHSC
- Discuss entitlements for JHSC
- Workplace inspections
- Basic guidelines for JHSC
- Agendas

**ADDITIONAL INFORMATION:**

# Non-Violent Crisis Intervention - 000063

## Target Group:

Open to all staff who may directly intervene in crisis situations and wish to learn de-escalation techniques as well as restrictive and non-restrictive interventions

## Delivery:

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Introduction to crisis prevention
- Identify the behaviour levels that contribute to the development of a crisis and choose appropriate staff intervention for each level
- Identify useful nonverbal techniques which can help to prevent acting out behaviour
- Use verbal techniques to de-escalate behavior
- Demonstrate and practice disengagement skills to be used as a “last resort” as they apply to lower, medium and higher-level risk behaviours that may compromise safety
- Demonstrate principles of personal safety to avoid injury if behaviour escalates to a physical level. This portion of the program will require close and personal contact
- Provide for the care, welfare, safety and security of all those who are involved in a crisis situation

### ADDITIONAL INFORMATION:

*There is a 2 year retraining requirement.*

# Respiratory Care, Use & Storage Training - 000116

## Target Group:

Mandatory for workers exposed to respiratory hazards.

## Delivery:

This course is available via E-Learn – **EL0034**

To access the eLearning site, please click the following link or type it into your browser's address bar:  
[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- Purpose
- Hazard identification
- Health surveillance
- Respirator inspection and maintenance
- Field check for proper fit

### ADDITIONAL INFORMATION:

*These sessions are delivered in a ½ hour format.*

# Supervisor Health & Safety Awareness in 5 Steps - EL0064

## Key Topics:

- Program developed by the Ministry of Labour, Immigration, Training and Skills Development
- General understanding of rights and responsibilities under the Ontario Health and Safety Act
- Health and safety roles and responsibilities of the employer, supervisor and worker
- Supporting the three core rights of workers
- Recognition, assessment, control and evaluation of hazards when planning and organizing work
- Sources of information
- Setting a good example

**Target Group:** Mandatory for all new management personnel prior to starting their position. Required to complete Supervisory/Managerial Health & Safety within six months of completing the course and every five years thereafter.

**Delivery:** This course is available via E-Learn – **EL0064**. To access the eLearning site, please click the following link or type it into your browser's address bar: [elearn.citywindsor.ca](http://elearn.citywindsor.ca). If you've forgotten your password or need to reset, click on instructions. Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department.

## ADDITIONAL INFORMATION:

*Regulation 297/13 stipulates that new supervisors (inclusive of acting supervisors) must be trained in supervisory health & safety responsibilities within 5 days of assuming supervisory duties. There is no distinction made between temporary vs. permanent supervisors.*

# Vehicle & Equipment Operator Training - 000330

(PREVIOUSLY KNOWN AS TCRO AND TRAFFIC CONTROL FLAG PERSON)

## Target Group:

For any employee who works or has occasion to conduct work on a roadway, operates a commercial vehicle or operates small equipment such as a club car, weed whip, etc.

## Delivery:

Each module is available via e-learn.

To access the eLearning site, please click the following link or type it into your browser's address bar:  
[elearn.citywindsor.ca](http://elearn.citywindsor.ca)

If you've forgotten your password or need to reset, click on instructions.

Under the "Catalog" tile, locate this course and click enrol.

**OR -**

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

### Traffic Control Roadway Operations/Traffic Control Flag Person

- traffic protection plans, traffic safety options, traffic control persons
- Individual module available on E-Learn **EL0045**

### Commercial Motor Vehicle Pre-Trip Inspection

- conducting effective inspections, requirements for pre-trip inspections, reporting/documentation process
- Individual module available on E-Learn **EL0047**

### Hours of Service

- duty status time, on-duty scenarios, reporting/documentation process
- Individual module available on E-Learn **EL0044**

### Small Equipment

- PPE, safe use/storage of fuel, equipment safety, load security
- Individual module available on E-Learn **EL0042**

## ADDITIONAL INFORMATION:

All employees who utilize a corporate fueling site, must take the mandatory gas diesel update training online through e-learn. Gas diesel refresher training is every 5 years.

# Working at Heights Refresher

## Target Group:

For all workers who have completed the Working at Heights course with the City of Windsor or from another MOL-approved Working at Heights training provider. There is a 3 year retraining requirement.

## Delivery:

In person on-site delivery can be arranged by contacting the Health & Safety Advisor assigned to the respective department

## Key Topics:

- The law
- Working at Heights hazards
- Controlling working at heights hazards
- Introduction to fall protection equipment
- Warning methods and physical barriers
- Safe ladder use
- Using personal fall protection equipment
- Anchor points
- Work access equipment and platforms
- Rescue planning
- Hands on practical evaluation and written test

### ADDITIONAL INFORMATION:

*Working at Heights “Refresher” training is required after 3 years. Participants are to bring a hard hat, safety footwear, safety glasses and safety gloves to the practical portion of the training program. City of Windsor photo ID card or photo identification is required. A pass of 100% is required for the hands-on practical evaluation prior to the written test. An unsuccessful pass in either written or hands-on practical will require course to be repeated.*

# Working at Heights: Theory - 000069 and Working at Heights: Practical - 000070

**Target Group:** Employees who do or may work at heights and whose work may be considered construction work or maintenance work as defined by the Occupational Health & Safety Act, or who has never previously completed the City of Windsor's Fall Arrest training program.

**Delivery:** Training can be arranged by contacting the Health & Safety Advisor assigned to the respective department.

**Location:** Parks West Yard,  
4255 Matchette Road

## Key Topics:

### Theory:

- The law
- Working at Heights hazards
- Controlling working at heights hazards
- Introduction to fall protection equipment
- Warning methods and physical barriers
- Safe ladder use
- Using personal fall protection equipment
- Anchor points
- Work access equipment and platforms
- Rescue planning

### Practical:

- What PPE you should wear
- Inspecting and donning harness and lanyard
- Inspection of equipment you will be using
- Setting up your work zone
- Begin your work
- Maintaining 100% tie-off
- Breaking down your work zone and re-inspection of equipment
- Successful completion of Practical allows you to write the final test

## ADDITIONAL INFORMATION:

*Working at Heights "Refresher" training is required after 3 years.*

*Participants are to bring a hard hat, safety footwear, safety glasses and safety gloves to the practical portion of the training program. City of Windsor photo ID card or photo identification is required. A pass of 100% is required for the hands-on practical evaluation prior to the written test. An unsuccessful pass in either written or hands-on practical will require course to be repeated.*

# CORPORATE HEALTH & SAFETY TRAINING PROGRAMS

Included below are training programs offered by the Health & Safety Division. The Occupational Health & Safety Act (OHSA) and regulations, the Canada Labour Code and Canada Occupational Health & Safety Regulations as well as other applicable legislative standards such as the Canadian Standards Act (CSA) and Ministry of Labour mandate these training programs.

- Asbestos Awareness/Asbestos Level II – Working with Asbestos(E-Learn)
- Club Car (E-Learn) and Practical
- Commercial Motor Vehicle Pre-Trip Inspection (E-Learn/Safety Talk)
- Confined Space 3-Day Certification
- Confined Space Awareness (E-Learn)
- Confined Space Entry Refresher - Annual
- Small Equipment (E-Learn)
- CPR/AED Training – 4 hr training (External Consultant)
- Defensive Driving – CMV and Non-CMV – 5 year retraining (E-Learn)
- Driver Simulator (External Consultant)
- Emergency Response – Site Specific
- Fire Extinguisher 2016 (CESO) - 5 year retraining (E-Learn)
- Forklift (Theory & Practical) 3 year theory retraining, annual practical
- Gas/Diesel Fuel Training – 5 year retraining (E-Learn)
- Hazardous Plants (E-Learn)
- Health & Safety Supervisory - 5 yr. retrain
- Heat Stress (E-Learn)
- Hoisting & Rigging Training (External)
- Hot Work Training (E-Learn)
- Hours of Service (E-Learn)
- Injury Prevention 2018 (CESO) – 5 year retraining (E-Learn)
- Investigating Workplace Violence/ Harassment Complaints for Mgrs/Spvs
- JHSC Certification & Refresher Training 3-year retraining (External)
- Ladder Safety 2016 (CESO) - 5 year retraining (E-Learn)
- Load Securement (E-Learn/Safety Talk)
- Lockout/Tagout (E-Learn)
- New/Current JHSC and HSR Training
- Noise Training (E-Learn)
- Non-Violent Crisis Intervention
- Occupational Health & Safety 2017 (CESO) – 5 year retraining (E-Learn)
- Propane Bar-B-Q/Propane Cylinder Handling/Exchange Program
- Respectful Workplace (CESO) – 5 year retraining (E-Learn)
- Respirator/Respirator Care, Use and Storage Training (E-Learn)
- Respirator Fit Testing – 2 year retesting
- Safety Talks (monthly talks via E-Learn)
- Safety Talk - Personal Safety Tips (E-Learn)
- Sexual Harassment/Respectful Workplace (E-Learn)
- Sharps Safety (E-Learn)
- Standard First Aid & Recertification – 3-year retraining
- Supervisor Health & Safety Awareness in 5 Steps (e-Learn)
- Traffic Control Roadway Operations (TCRO /Traffic Control Person Ee-Learn)
- Transportation of Dangerous Goods

# CORPORATE HEALTH & SAFETY TRAINING PROGRAMS

- Vehicle & Equipment Operator Training (includes: Commercial Motor Vehicle Pre-Trip Inspection, Corporate Equipment Safety Program, Hours of Service and Traffic Control Roadway Operations (TCRO)/Traffic Control Flag Person
- West Nile Virus & Lyme Disease (E-Learn)
- WHMIS 2015 (CESO) - 5 year retraining (E-Learn)
- Working at Heights (Theory and Practical)
- Working at Heights (Refresher) 3 year retraining
- Working in Hot Weather for Managers & Supervisors (E-Learn)
- WPL Bookmobile (E-Learn)

## Health & Safety Contact Information


Name	Title	Phone Number
Danielle Kelly	Manager, Occupational Health & Safety and Wellness	519-563-7835
Jeremy Bondy	Health & Safety Advisor	519-818-5460
Brett Bulmer	Health & Safety Advisor	519-564-7704
Jonathan Hollohan	(A) Health & Safety Advisor	226-280-1912
Keith Marincsak	Health & Safety Advisor	519-890-0153
Phillip Russo	Health & Safety Advisor	519-816-6415
Alberto Somarriba	(A) Health & Safety Advisor	519-990-8476
Laura Blackburn	Health & Safety Coordinator	519-255-6515 ext. 6694

**Emergency Health & Safety Cell Phone: 519-562-0088**

# EMPLOYEE INSTRUCTIONS FOR ACCESSING THE LEARNING MANAGEMENT SYSTEM

## *How to Log in to the LMS / eLearning and Enroll / Take a Course*

1. Navigate to [elearn.citywindsor.ca](http://elearn.citywindsor.ca)
2. Enter your username in the Username field
3. Enter your password in the Password field
4. Click Login



**Note:** If you have forgotten your password, click on the Forgot Password? Link and follow the on screen instructions.

**Note:** If you have never logged in to the Learning Management System contact the Employee Service Centre.

5. Once logged in you will be presented with various tiles to click. Choose either My Courses or Catalog



**My Courses** – This is your main repository of courses you have been enrolled in and can take.

**Catalog** – This is a repository of all courses that are available for you to enroll/re-enroll in. Select the course(s) you want and click **Enroll**

# EMPLOYEE INSTRUCTIONS FOR ACCESSING THE LEARNING MANAGEMENT SYSTEM

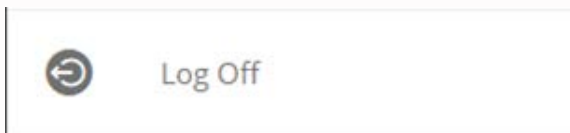
6. Once enrolled in a course you can begin the course at any time by clicking the Start button and following the on screen prompts for the course.

**Note:** You can end a course at any time and **Resume** to it at a later date/time by clicking on the orange X while in that course.

7. Once you have completed/ended the course and are back at the main screen you can now select the icon at the top right of the screen to open the menu



8. You will now be presented with a menu where you can click the **Log Off** icon to exit the Learning Management System.



Note: Once you have completed a course(s) in the Learning Management System, it will be uploaded to your training record in PeopleSoft at a later date. Your training history is available to you on the City Dashboard by clicking on the **My Info** icon, and selecting **Training Summary** icon.



*“Learn continually. There’s always ‘one more thing’ to learn!”*

Steve Jobs



# Check us out...



## CORPORATE TRAINING LIBRARY

Learn how you can access our online consortium of resources in partnership with Windsor Public Library. For additional information regarding our Resource Library or to check out an item, contact Staff Development at 519-255-6515.

# LEARNING & DEVELOPMENT OPPORTUNITIES PROGRAM



**SERVICE**



**LEARNING**



**INFORMATION**



**HUMAN RESOURCES**

# Corporate Staff Development

## VISION STATEMENT

The Corporate Training & Development Committee is committed to innovative, quality, and lifelong learning by designing and delivering essential skills training and career-path initiatives to support the corporate, personal & professional development aspirations of our workforce, and afford all employees an opportunity to participate in these programs. These training initiatives will be aimed at helping create a customer-focused, quality-driven and results-oriented workforce.

## MISSION

Learning and development for City of Windsor employees supports the Corporation's goal of satisfying the customer through continuous improvements in quality, leadership, responsiveness, legislative requirements and municipal service delivery.

## STRATEGIC GOALS & OBJECTIVES

- To promote a balanced approach to training & development that will meet the corporate, professional and personal goals of our workforce;
- To afford an equitable distribution of training and development across all employee categories to participate in programs that are important to the employer, relevant to the municipal workforce, focused on key learning requirements and areas of career interest;
- To assist managers and supervisors in identifying and enhancing the skills required by staff from the perspective of not only ensuring employees' continuous improvement in their current positions (identified as training) but also aiming for a workplace that fosters on-going learning so employees can assume greater responsibilities in the future (known as development); the inclusion of training and development provides the corporation with excellence and quality performance today and in the future;
- To continuously review corporate objectives and identify training needs by utilizing needs analysis surveys, employee feedback, evaluations and other monitoring techniques;
- To augment the Corporate Training & Development Library by creating an inclusive array of resources that are reflective of the needs of our workforce;

- To deliver training and development programs in a fiscally responsible and timely manner;
- To embrace the ideals that training and development will make a significant contribution to the corporation and each employee, and in turn, make a positive difference in the delivery of our services and programs to the community.

## **1.0 EDUCATIONAL ASSISTANCE GOVERNING RULES & REGULATIONS**

### **1.1 Educational Assistance Overview/Procedures**

Senior management or designate will make a recommendation of direct or indirect job-relatedness as a fundamental requirement in support of the application for educational assistance and tuition reimbursement.

The recommendation for educational assistance must be done prior to the commencement of the program or course of study at an eligible educational institution, as recognized by the Ministry of Training, Colleges & Universities or a professional certification program required to meet the minimum job credentials.

The employee's career and educational goals must be documented in the employee's Performance Appraisal and Development Plan.

Educational assistance is defined as reimbursement of the cost of tuition and ancillary fees.

### **1.2 Eligible Educational Institution**

The following educational institutions are deemed eligible institutions:

a) University ~ an institute of higher learning granting degrees, certificates, accreditation and/or related approved programs, comprising of one or more undergraduate/graduate programs approved by the Ministry of Training, Colleges and Universities.

b) Community College ~ an institute of higher learning granting diplomas, certificates, accreditation and/or related approved programs. The college could be a constituent unit of the university or an institution for specialized instruction as approved by the Ministry of Training, Colleges and Universities.

c) Polytechnical School ~ usually it is not deemed to be a traditional university. The degree, diploma, certificate, accreditation and/or related approved programs are focused on the professional world.

d) Secondary School ~ a program ranking between an elementary school and a college or university as approved by the Ministry of Training, Colleges and Universities.

e) U.S. Post-Secondary Institutions ~ will be approved only if the program is **not** available in surrounding Canadian areas, subject to the other provisions under the Learning & Development Opportunities Program and overall cost. The program of study under these institutions must receive equivalency as deemed appropriate by the Ministry of Training, Colleges and Universities. Only reimbursement **equal to that in Canadian dollars** will be calculated.

f) Professional Certificates ~ an institute and/or professional association offering accreditation and/or certificates leading towards a recognized accreditation, degree or diploma (i.e., Certified Municipal Manager).

### 1.3 Eligibility for Educational Assistance

a) In order to qualify for reimbursement under the program, eligible employees seeking relief under this program are required to complete the Employee's Application for Educational Assistance form prior to commencement of the educational program. Failure to do so may result in the denial of the application. The requested course(s) of study must be recommended by the respective senior manager or designate as being directly or indirectly job related and to be documented in the employee's Performance Appraisal and Development Plan.

b) If the course(s) of study requested by the employee has a direct benefit to the City in the employee's current permanent position and is recommended by senior management, it may qualify for reimbursement up to 100%, subject to successful completion of the course.

c) If the course(s) of study requested by the employee has a *potential* direct future benefit to the City and is recommended by senior management, it may qualify for reimbursement up to 50%, subject to successful completion of the course.

d) Provisions regarding flex time for courses only offered during work hours, must be discussed prior to enrolment with the employee's immediate supervisor in conjunction with senior management approval. Employees seeking flex time will be required to make up lost time through a clearly defined and acceptable work schedule predetermined by their Executive Director and in compliance with the Flex Time Policy.

e) The Human Resources Department will oversee the administration of the Learning & Development Opportunities Program. Inconsistency in the application of the program rules, the recommendation process or bona fide requests will be brought to the attention of the General Manager and/or the Chief Administrative Officer for discussion with senior management.

f) Within two (2) months of successful completion of the course of study, an Application for Reimbursement of Tuition Fees form must be completed by the **employee and submitted to the Human Resources Department.**

**Failure to do so will result in either the loss of eligibility for reimbursement or a reduction of the eligibility by 50%, at the discretion of Human Resources, dependent upon the time that has elapsed past the two (2) month period. Successful completion is defined as obtaining a passing grade in the course. Reimbursement includes cost of tuition and ancillary fees.**

Supporting documents for each course **must** include:

- course outline/description (to be attached to the Application for Educational Assistance)
- original receipt(s) as proof of payment showing breakdown of fees
- passing grades/marks, resulting in a course credit being achieved

**Unsuccessful grades, whereby a course credit has not been achieved (i.e., “failed”), will not be compensated.**

Items not reimbursable under this program include in part:

- Textbooks
- Travel & Parking
- Penalty Fees
- Accommodation Fees
- Shipping & Handling
- Memberships, which are not considered mandatory by the educational institution

The Corporation reserves the right to deny any other costs not mentioned herein.

The Educational Assistance Program is not intended to replace training programs/courses offered by the Corporation. Therefore, programs similar to, or the same as those programs available through Corporate Staff Development are not eligible under this program. Please refer to the appropriate Corporate Training & Development Guide, available via the Intranet under Human Resources > Staff Development Opportunities, for a listing of current course offerings. Every effort will be made to accommodate staff registering for in-house training.

The amount of tuition reimbursement is not included as taxable income on T-4 slips and should not be claimed as additional income nor claimed as a deduction when filing an income tax return. However, the appropriate income tax laws will apply as amended from time to time.

#### **1.4 Budget Allocation for Educational Assistance**

The Corporation reserves the right to limit reimbursement on the basis of the availability of corporate funding.

#### **1.5 Repayment of Tuition Reimbursement and Scale**

In the event an employee has received some form of reimbursement from the Corporation for an educational program or course of study, and the employee resigns his/her employment or is terminated or discharged by the City, the following criteria (scale) will be applied for the purpose of repayment to the Corporation.

<b>Completed years of service by employee since date of payment for tuition reimbursement (any 12 month period)</b>	<b>Amount to be repaid by employee who resigns his/her employment or is terminated or discharged</b>
Under 12 months	100%
12 to 23 months	75%
24 to 35 months	50%
36 months or more	Nil

#### **1.6 Foreign Education Credential Assessment**

Employees who have Non-Canadian academic qualifications can have them evaluated and equated to Canadian qualifications. There are several agencies that provide foreign education credential assessments for a fee. These fees are the sole responsibility of the employee and are not covered nor reimbursed by the Corporation of the City of Windsor. Further information regarding this service can be obtained by contacting Human Resources.

## **2.0 SKILLED TRADES APPRENTICESHIP PROGRAMME GOVERNING RULES & REGULATIONS**

### **2.1 Skilled Trades Apprenticeship Programme Overview/Procedures**

The Corporation agrees with the concept of investing in a Skilled Trades Apprenticeship Programme. The Corporation shall consider filling vacancies in Skilled Trades as defined by the appropriate Ministry.

Vacancies in the Skilled Trades Apprenticeship Programme, which the Corporation is desirous of filling, will be filled in accordance with all applicable Collective Agreements and/or Memoranda of Understanding with the various Bargaining Units.

### **2.2 Eligibility for Skilled Trades Apprenticeship Programme**

Employee applications for entry into the Skilled Trades Apprenticeship Programme will be considered in accordance with all applicable Collective Agreements and/or Memoranda of Understanding with the various Bargaining Units, and guided by the rules and regulations governing Educational Assistance, except that anyone approved under the Skilled Trades Apprenticeship Programme will be reimbursed in full.

### **2.3 Budget Allocation for Skilled Trades Apprenticeship Programme**

Funding for the Skilled Trades Apprenticeship Programme will be made available through departmental specific training accounts. The Corporation reserves the right to limit employee applications and entry into the Skilled Trades Apprenticeship Programme on the basis of the availability of departmental funding.

## **3.0 PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR) GOVERNING RULES & REGULATIONS**

### **3.1 Prior Learning Assessment and Recognition (PLAR) Overview**

Prior Learning Assessment and Recognition (PLAR) seeks to establish a method of evaluating what has been learned in a non-traditional way, and in cases where it is deemed appropriate, grant a college or university credit. PLAR allows employees to identify and demonstrate knowledge and skills gained through work experience, volunteer activities and community work. PLAR is not designed to give credit for skills or knowledge gained through high school, college or prior university experience.

### **3.2 Prior Learning Assessment and Recognition (PLAR) Procedures**

- a) Arrangements to have learning assessed will be made by the employee by contacting the appropriate educational institution to schedule an appointment.
- b) Upon successful completion of the PLAR assessment, employees must submit documentation indicating a course credit has been awarded, in order to be eligible for reimbursement.
- c) Employees will be responsible for the cost of the assessment if they are not successful in obtaining course credit after having their prior learning assessed.
- d) An advanced standing credit is available through a transfer credit, usually from another college or a university.
- e) The Human Resources Department will oversee the administration of the Prior Learning Assessment and Recognition (PLAR) Program.
- f) Within two (2) months of achieving a course credit or equivalency through PLAR, an invoice for the successful assessment must be completed and submitted by the employee to the Human Resources Department for reimbursement.
- g) The amount of reimbursement is not included as taxable income on T-4 slips and should not be claimed as additional income nor claimed as a deduction when filing an income tax return. However, the appropriate income tax laws will apply as amended from time to time.

### **3.3 Eligibility for Prior Learning Assessment and Recognition (PLAR)**

All eligible employees having completed the required probationary period have an opportunity to apply for Prior Learning Assessment and Recognition (PLAR) as a result of learning acquired through life and work experience.

### **3.4 Budget Allocation for Prior Learning Assessment and Recognition (PLAR)**

Funding for the Prior Learning Assessment and Recognition (PLAR) will be made available through the Corporate Educational Assistance Reserve Account. The Corporation reserves the right to limit reimbursement on the basis of the availability of funding.

## **CONFERENCES & SEMINARS GOVERNING RULES & REGULATIONS**

### **4.1 Conferences & Seminars Overview/Procedures**

A professional conference is recognized as a forum for development for regular full-time and regular part-time employees through networking opportunities to assist in maintaining one's knowledge in the field.

A conference is typically one to five days in length and is normally promoted by a professional organization or group and is generally centered on a specific theme.

Those attending conferences and who are paid travel to attend these conferences, will report to their General Manager and Executive Director following the conference date on the highlights of the conference. Those attending conferences and who are paid travel will abide by the Travel and Business Expense Policy.

### **4.2 Eligibility for Conferences & Seminars**

Each department will be responsible for the recommendation and approval of appropriate conference and/or seminar attendance, as well as audio conferences, applicable to or align with an employee's current position. Reimbursement includes: program cost, travel, mileage and a per diem allowance in accordance with the Corporate Travel and Business Expense Policy.

### **4.3 Budget Allocation for Conferences & Seminars**

A departmental budget may be established for Conferences and Seminars. Each department is responsible to budget for conferences and seminars for their staff as deemed appropriate. The Corporation reserves the right to limit reimbursement on the basis of the availability of departmental funding.

## **5.0 LICENSES, DESIGNATIONS & MEMBERSHIP FEES GOVERNING RULES & REGULATIONS**

### **5.1 Licenses, Designations & Membership Fees Overview/Procedures**

Senior management or designate will make a recommendation to reimburse fees annually based on job-relatedness as a fundamental requirement in support of an employee's requirement to maintain professional status by way of license, designation and/or membership fees and renewals.

## 5.2 Eligibility for Licenses, Designations & Membership Fees

- a) In order to qualify for reimbursement under the program, every regular full-time and regular part-time employee seeking relief under this program is required to provide documentation outlining the license, designation or membership fee request which must be approved by senior management or designate as being a job-related benefit.
- b) If the license, designation or membership fee requested by the employee has a direct benefit to the Corporation in the employee's current full-time position and is recommended by senior management, it may qualify for reimbursement of up to 100%.
- c) If the license, designation or membership fee requested by the employee has a potential direct future benefit to the City and is approved by senior management, it may qualify for reimbursement of up to 50%.

## 5.3 Budget Allocation for Licenses, Designations & Membership Fees

A departmental budget may be established for Licenses, Designations & Membership Fees. Each department is responsible to budget for these expenses for their staff. The Corporation reserves the right to limit reimbursement on the basis of the availability of departmental funding.

## 6.0 MANAGEMENT WINDSOR CERTIFICATE GOVERNING RULES & REGULATIONS

### 6.1 Management Windsor Certificate Overview

A corporate-specific management strategy has been designed to link current policies and procedures through a compilation of essential skills training. Mandatory corporate and municipally-focused programs have been identified, which include five (5) Compulsory Courses and thirteen (13) Elective Courses as follows:

#### Compulsory Courses:

1. By-Law 101 – A Guide To The Purchasing By-Law
2. Health & Safety Supervisory Training
3. Integrated Disability Management
4. Ontario Human Rights for Managers
5. Performance Management

#### Elective Courses:

1. Accounting & Corporate Budgeting
2. Alternative Dispute Resolution
3. Conflict Management for Managers
4. Change Management for Managers
5. Customer Service for Managers
6. Interview Skills for Managers
7. Media Relations & Public Communications
8. Mental Health First Aid
9. Governance Training
10. Project Management for Non-Project Managers
11. Risk Management
12. Political Acuity
13. Working with Corporate Collective Agreements

## **6.2 Eligibility & Procedures for Management Windsor Certificate**

All management and supervisory staff (inclusive of senior management and General Managers) will be required to complete the five (5) “Compulsory” and any three (3) of the “Elective” courses as noted above, on a five-year rotation basis, in an effort to remain knowledgeable about emerging trends and legislative changes. Credit will be provided to employees that have completed the required courses within a five-year time period. To ensure a level of continuity and relevance to corporate policies and procedures, every endeavour will be made to utilize internal staff to facilitate these workshops. Upon completion, employees will receive a Management Windsor Certificate of achievement.

The Human Resources Department will maintain all training records and provide support to departments in order to identify required training at the appropriate interval. A notification process will be established to assist all management staff.

## **6.3 Budget Allocation for Management Windsor Certificate**

Funds will be established in the Corporate Training Budget and allocated to Management Windsor Certificate programs. The Corporation reserves the right to limit spending based on the availability of funds, which may then require an extension of the five-year timeline for some participants.

## **7.0 MASTER’S CERTIFICATE IN MUNICIPAL LEADERSHIP GOVERNING RULES & REGULATIONS**

### **7.1 Master’s Certificate in Municipal Leadership Overview**

The Human Resources Department has partnered with The Schulich Executive Education Centre (York University) to offer management staff a Master’s Certificate in Municipal Leadership (formerly Master’s Certificate in Municipal Management).

This fifteen (15) day program is presented over a three-year period, consisting of nine courses separated into three distinct modules.

### **7.2 Eligibility & Procedures for Master’s Certificate in Municipal Leadership**

Management staff interested in completing the program can express their interest to Human Resources for inclusion in the Master’s Certificate in Municipal Leadership program.

All managers/supervisors can participate in this fifteen-day program. All individual courses must be completed within a three-year period. At the initial start of the program, a registration will be circulated to all management staff. A class of 25 participants (subject to budget limitations) will be established that meet the pre-determined target group, and will continue through the entire program as a unit. Should vacant seats be available, consideration will be given to others interested in the program for developmental purposes. Human Resources will notify all participants of further course offerings, so as to ensure advanced notice is provided and scheduling is appropriate.

At the completion of each module, an employee is eligible to receive a certificate of completion. Those completing all three modules will be awarded the Master's Certificate in Municipal Leadership.

### **7.3 Budget Allocation for Master's Certificate in Municipal Leadership**

Funds will be established in the Corporate Training Budget and allocated to the Master's Certificate in Municipal Leadership. The Corporation reserves the right to limit spending based on the availability of funds.

## **8.0 LEADERSHIP WINDSOR/ESSEX GOVERNING RULES & REGULATIONS**

### **8.1 Leadership Windsor/Essex Program Overview**

Leadership Windsor/Essex is a leadership experience like no other. Utilizing community issues as a vehicle for success, selected participants have an opportunity to develop leadership skills designed to motivate, inspire and educate. Within the context of the program, participants gain valuable first-hand experience in honing leadership abilities, connect with network partners and create action plans that strengthen, support and complement community projects.

### **8.2 Leadership Windsor/Essex Procedures**

The Human Resources Department will host an information session for all interested employees to attend, and will also assist in the coordination of applications to be considered for the initial corporate selection process.

Subject to Council's annual budget approval, a maximum of two (2) candidates representative of the Corporation will be recommended by an internal committee and then forwarded to Leadership Windsor/Essex to be reviewed, short-listed and invited to an interview by their selection committee. Leadership Windsor/Essex will make the final decision regarding acceptance into the program. Applicants will be notified by Human Resources if selected (or not) into the program.

Candidate interviews will be held annually. Questions regarding the interview process can be directed to any Leadership Windsor/Essex Alumni from within the Corporation.

Human Resources will be notified of class participant selection to the program and will then notify the applicant(s) on behalf of Leadership Windsor/Essex. Confirmed applicants will be responsible for paying their own assessed contribution towards the program while the Corporation will pay the remaining financial contribution as well as provide the time off required to participate.

Note: This procedure does not preclude individuals from applying directly to Leadership Windsor/Essex but do so independently, thereby assuming full responsibility for the cost of the program and would have to utilize their own time to participate in the program (i.e. use of vacation, banked overtime, management overtime, leave of absence without pay, etc., subject to supervisory approval).

### **8.3 Eligibility for Leadership Windsor/Essex**

Leadership Windsor/Essex has established the following selection criteria for those interested in participating in the development experience:

- a) A personal desire to take part in the program;
- b) A basic appreciation and understanding of leadership;
- c) Basic leadership abilities/qualities;
- d) Previous leadership experience;
- e) Receptive and open to the ideas and opinions of others;
- f) An awareness of issues facing the community;
- g) Community involvement;
- h) Ability to contribute to the program;
- i) Commitment to contribute as an alumni leader.

### **8.4 Budget Allocation for Leadership Windsor/Essex**

Under the auspices of the Leadership/Windsor Essex program, the Corporation of the City of Windsor, through Human Resources, will establish an annual budget that will assist those employees (maximum of 2 – subject to Council's annual budget approval) with a desire to participate and have been recommended to and selected by Leadership Windsor/Essex. The Corporation reserves the right to limit spending based on the availability of funds.

## **9.0 CORPORATE COACHING GOVERNING RULES & REGULATIONS**

### **9.1 Corporate Coaching Overview**

The Human Resources Department has teamed with an independent Corporate Coach to assist in personal coaching. Corporate Coaching provides a structure and opportunity for recommended and approved employees to enhance existing and develop new skill sets or to assist performance through coaching. [Note: Procedures for the Program are detailed in the Corporate Coaching Procedure document.]

### **9.2 Eligibility for Corporate Coaching**

Eligible candidates will be recommended by their Senior Manager. Final approval into the program will be made by the General Managers/Chief Administrative Officer following the Corporate Training & Development Committee's review of recommended candidates.

A candidate's coaching relationship may be one of accountability to maintain focus, to act as a resource to direct learning in a particular direction, or simply act as a sounding board to those with whom they can openly communicate. If an employee is interested in Corporate Coaching it is to be indicated in the employee's Performance Appraisal and Development Plan for future consideration.

### **9.3 Budget Allocation for Corporate Coaching**

Funds will be established in the Corporate Training Budget and allocated to Corporate Coaching. The Corporation reserves the right to limit spending based on the availability of funds.

## **10.0 COMPUTER TECHNOLOGY CERTIFICATE GOVERNING RULES & REGULATIONS**

### **10.1 Computer Technology Certificate Overview**

The Computer Technology Certificate is designed to provide employees with the knowledge and tools required to effectively perform their job duties using Corporate technology (hardware & software).

The certificate will also provide a structured learning path, and a common knowledge-base throughout the Corporation. Once achieved, it will provide a tangible benefit to all employees and the customers we serve.

## **10.2 Computer Technology Certificate Procedures**

The certificate is set up in three (3) levels, the first level containing the basic programs. Each level progressively increases in skill. In order to move to the next level, employees must successfully complete the courses at the previous level.

For example:

- a grade of 70% is required to enroll in an advanced level course
- a grade of 60% is required for a certificate credit
- a grade of 50% is required for a pass

When the necessary courses for each level have been achieved, employees may contact Human Resources to request the appropriate level certificate. As a means of supporting employees, Human Resources will record all training records in PeopleSoft HRMS. This will ensure greater access and retrieval of employee education and training information. In the event technology changes, the structure of the certificate will mirror those changes. Previously completed courses under the former program structure will be provided with a course credit. It is strongly recommended that employees who completed courses under the former structure, keep all grade reports received.

In cases where similar courses have been successfully completed at the college or university level, or through a recognized local provider, a course equivalency may be awarded or an advanced standing test maybe required. This applies to Computer Concepts only. For all other computer training programs, employees must enroll in, and successfully complete, the courses. Copies of certificates and/or transcripts and course descriptions must be forwarded to Human Resources for review.

## **10.3 Eligibility for Computer Technology Certificate**

All employees of the Corporation are eligible (with the exception of students and seasonal staff) with the approval of their immediate supervisor.

Programs/courses on the use of computers and/or software may be recommended by the Corporation for the purpose of developing new or enhanced skills for an employee under the corporate rehabilitation program, or in accordance with the Human Rights Policy and/or approved career goals. Every effort will be made to accommodate employees meeting this criteria registering for in-house computer training.

## **10.4 Budget Allocation for Computer Technology Certificate**

Funds will be established in the Corporate Training Budget and allocated to Computer Technology Training and the in-house certificate. The Corporation reserves the right to limit spending based on the availability of funds.

## **11.0 CORPORATE STAFF DEVELOPMENT TRAINING GOVERNING RULES & REGULATION**

### **11.1 Corporate Staff Development Overview**

Corporate Staff Development is committed to delivering successful workplace education programs by establishing a learning environment for all corporate employees to encourage personal and professional growth through lifelong learning. Three key components comprise corporate training:

- a) Employee Development Training ~ focusing on essential skills training programs that guide continuous process improvement and enhance core competencies;
- b) Technological Training ~ designed to specifically focus on practical applications as well as advanced technological skills;
- c) Customer Service ~ focusing on the value of quality customer service and creating standards of on-the-job performance.

Obvious benefits of corporate training are:

- Increase contribution to organizational performance
- Enhance personal and professional growth potential
- Increase confidence and pride
- Invoke high performance
- Support process change

It is incumbent upon any departmental project manager introducing a new corporate system, to inform Corporate Staff Development to ensure all future training sessions be governed by the Learning & Development Opportunities Program, to ensure consistency in training across the Corporation and to validate initial corporate support for attendance issues.

Further, all training attendance documentation will be prepared, retained and recorded in PeopleSoft HRMS in accordance with the guidelines set in these practices to establish accountability.

### **11.2 Corporate Staff Development Training Procedures**

Human Resources will email workshop registration details to each Departmental Primary Contact Person (PCP) approximately 3-4 weeks prior to the date of a workshop. The PCP is responsible for ensuring that each registration form is circulated electronically throughout their department as well as posted in a common area at offsite/satellite locations for those who do not have access to email.

If interested in attending the workshop, employees are to contact their immediate supervisor to obtain the necessary approval prior to registration.

The PCP is to prioritize their department, following the established pecking order (i.e., Regular Full Time, Regular Part Time, Temporary Full Time, Temporary Part Time, etc.) and ensure registrants have the appropriate prerequisites. Note, target groups are also considered when prioritizing registration lists (e.g., the target group for Management Windsor Certificate Programs should include Managers and Supervisors followed by non-management staff).

Various area registration forms are to be combined into one registration form for submission to Human Resources by the required deadline. Human Resources will accommodate registration based on the order submitted.

Once all registration forms have been received and reviewed by Human Resources for a particular workshop, confirmation notices will be sent by email to all employees selected to participate. Participants not on the email system will receive a copy of the confirmation through their PCP.

Regret letters will not be sent to registrants not selected to attend. Registrants unsure if selected to attend or have a scheduling conflict are to contact their PCP.

Once registered and confirmed to attend, participants must attend the entire workshop. If unable to attend, the PCP must be notified as soon as possible. No shows, dropouts and late cancellations will result in a “charge-back” reflecting the actual per person cost of the workshop. The onus is on the department to find a replacement if a cancellation is made less than one week prior to the start of the workshop.

### **11.3 Eligibility for Corporate Staff Development Training**

All employees of the Corporation (with the exception of students and seasonal workers) are eligible to participate in corporate training programs with the approval of their immediate supervisor.

Some program descriptions contain target groups or special information sections that are indicative of the desired class participants. Employees are required to ensure they meet the appropriate criteria. Prioritized departmental requests in conjunction with class size will determine the number of participants confirmed.

### **11.4 Budget Allocation for Corporate Staff Development Training**

Funds will be established in the Corporate Training Budget and allocated towards Corporate Staff Development Training. The Corporation reserves the right to limit spending based on the availability of funds.

## **12.0 SITE/DEPARTMENT SPECIFIC TRAINING GOVERNING RULES & REGULATIONS**

### **12.1 Site/Department Specific Training Procedures**

Each department will be responsible for the recommendation and approval of training deemed specific and essential to the operating department.

### **12.2 Budget Allocation for Site/Department Specific Training**

A departmental budget will be established for Site/Department Specific Training. Each department must budget accordingly for their staff. The Corporation reserves the right to limit reimbursement on the basis of the availability of departmental funding.

## **13.0 EMPLOYEE MENTORING PROGRAM GOVERNING RULES & REGULATIONS**

### **13.1 Employee Mentoring Program Overview/Procedures**

Modelled after the Ontario Professional Planners Institute (OPPI) Mentoring Program, the Corporation of the City of Windsor's Employee Mentoring Program will improve skills, help build careers, create and enhance a network of contacts, share knowledge, ideas and professional experiences, provide on-going guidance and encouragement and facilitate the dissemination of information on emerging trends and issues.

Human Resources will assist with the implementation of this Program and will provide the coordination, monitoring and administrative resources.

Graduates of the Corporate Coaching Program will be required to be Mentors and will have the opportunity to give back to the Corporation – a “value added” feature to this Program. In addition to the individual benefits, the graduates will also serve as professional resources to enhance employee development within the Corporation.

Obvious benefits of mentoring are:

- Fosters career growth and development
- Grooms successors
- Cultivates a “learning” organization
- Creates a network of career contacts amongst employees

Mentors and Protégés can apply on-line through the Intranet or contact Human Resources directly.

The Employee Mentoring Committee will match Mentors and Protégés unless a match has been specified on the application.

Mentors will contact Protégés to arrange an initial meeting and complete a contract. The contract will be forwarded to Human Resources. Mentoring sessions can occur during regular business hours for a period agreed upon between the Mentor and the Protégé (i.e., 6 months, 1 year, etc.).

To assess the Program, both Mentors and Protégés will be required to complete an evaluation form at 6-month and 1-year intervals.

### 13.2 Eligibility for Employee Mentoring Program

All employees of the Corporation (with the exception of students and seasonal workers) are eligible to participate in the Employee Mentoring Program with the approval of their immediate supervisor.

### 13.3 Budget Allocation for Employee Mentoring Program

Funds will be established in the Corporate Training Budget and allocated towards the Employee Mentoring Program. The Corporation reserves the right to limit spending based on the availability of funds.

**Visit us on  
Dashboard or call  
519-255-6515 for  
more information.**