



ASSOCIATION OF CALIFORNIA WATER AGENCIES
JOINT POWERS
INSURANCE AUTHORITY

Training Catalog

Courses for Water Utilities

October 2009

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COURSE INFORMATION

REGISTRATION

Registration is Required for all courses. For information regarding a JPIA course, or to register, go to our website www.acwajpia.com and use the link on the training by date or by county page, e-mail training@acwajpia.com or call JPIA Training at, (916) 535-7510, or (800) 535-7899, extension 3121.

CONFIRMATION

You will receive a confirmation by e-mail, if available, no later than one week after your registration is received. If you do not receive a confirmation, please contact the JPIA.

FEE SCHEDULE

	<u>JPIA Member</u>	<u>Non-Member Public Water Agency</u>	<u>Other Organizations - (Cities, companies, etc.)</u>
Each course	No charge	\$50.00 (If space available)	\$99 (If space available)
If lunch included	\$12.00	Included in course fee	\$12.00
No shows	\$12.00 if lunch included	Full course fee	Full course fee

CANCELLATION

ONE BUSINESS DAY CANCELLATION NOTICE REQUIRED. If a student cannot attend a course, please contact the JPIA within one business day to cancel the registration and avoid the no show fee. The no show fee will not be charged to the agency if an different agency employee attends as a replacement student.

The JPIA reserves the right to cancel a course due to lack of enrollment. If a course is canceled, registered participants will be notified prior to the course date.

FEE PAYMENTS

Attendees should not bring payment to the session unless otherwise directed. If a course has a lunch fee, the JPIA will send the agency an invoice.

SIZE

Due to facility constraints, course sizes are limited. Early registration is recommended.

MATERIALS

The JPIA will provide necessary course materials for participants unless otherwise noted. It is recommended that participants bring a pen, pencil, and notepad with them to the course.

REQUESTS

The JPIA encourages members to request training as needed. To request a course, please contact your Risk Management Consultant, training@acwajpia.com or call (800) 535-7899 extension 3121.

ACCIDENT INVESTIGATION

COURSE DESCRIPTION

This course focuses on the ultimate goal of accident investigation, which is the prevention of similar accidents. Course participants will learn investigation techniques, how to identify accident causes, and how to determine the corrective actions needed to prevent future losses. Classroom exercises will be used to give participants a chance to practice the investigation process.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

ADA: THE INTERACTIVE PROCESS

COURSE DESCRIPTION

This course weaves through the maze of when and how to require medical exams, how the ADA (Americans with Disabilities Act) works, and the ins and outs of conducting the interactive process. Actual scenarios are presented and discussed, including situations encountered by members.

WHO SHOULD ATTEND

Managers, supervisors, and human resource staff

CONTACT HOURS

2.0

ASBESTOS CEMENT PIPE

COURSE DESCRIPTION

This workshop will assist attendees in becoming an approved course provider for their agency. Materials will be provided along with instructions on how to apply to the Division of Occupational Safety & Health to provide Asbestos Cement Pipe Training Courses (initial and refresher) to their agency employees. The purpose is to obtain employer exemption from requirements for "asbestos-related work" under Title 8, CCR, Section 1529. Approval for training, as applied, will be under T8, CCR, Section 341.17.

WHO SHOULD ATTEND

Managers, supervisors, safety officers that want to become approved course providers through the state, and other interested agency staff

CONTACT HOURS

2.0 or 4.0

AVOIDING MULTI-EMPLOYER LIABILITIES

COURSE DESCRIPTION

Can your agency be held liable if a general contractor, subcontractor, or outside entity's employee is injured or exposed to a dangerous condition? This course will help your agency better understand and control liabilities when contracting with outside vendors, contractors and service providers.

The course will cover the following:

- Review of common exposures and concerns
- Procedures and policies to put into place to reduce liability
- Cal/OSHA citations/penalties, and potential civil and criminal liability issues

WHO SHOULD ATTEND

Managers, supervisors, contracting and purchasing officers, engineers, safety personnel, field supervisors and construction inspectors

CONTACT HOURS

3.0

CHANGE MANAGEMENT

COURSE DESCRIPTION

This course will increase the change competency among all employees so that your agency will be better able to adapt and respond to changes quickly and with less disruption to productivity.

WHO SHOULD ATTEND

Managers, supervisors, human resource staff, safety officers, and other interested agency staff

CONTACT HOURS

4.0

COMMUNICATION

COURSE DESCRIPTION

This course will address basic communication skills to enable water utility employees to exchange information in a manner that best supports positive working relationships. It will cover the role of the sender as well as the receiver of information. Improving listening skills and observing body language will be stressed.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

CONFINED SPACE ENTRY

COURSE DESCRIPTION

This is a safety awareness course designed to help participants understand the potential dangers associated with confined space entry.

Topics covered include:

- The definition of a confined space
- Classification and characteristics of permit spaces
- The permit process
- Program requirements
- Identification and control of hazards
- Duties of supervisors, entrants, and attendants
- Monitoring
- Safe entry procedures
- Evacuation
- Contractor responsibility

Rescue requirements will be discussed, but rescue procedures are beyond the scope of this course.

WHO SHOULD ATTEND

All personnel who are responsible for entry into confined spaces, including general managers, operations managers, safety coordinators, field supervisors, and operations employees

CONTACT HOURS

8.0

NOTE

Each attending agency is encouraged to bring a copy of its written Confined Space Entry Program if they wish to have it reviewed.

CUSTOMER SERVICE

COURSE DESCRIPTION

Your agency's future depends on its ability to provide reliable, cost-effective, and efficient service. This course will help participants understand how to better service internal and external customers and how to deal with the difficult ones.

WHO SHOULD ATTEND

Agency staff members interested in improving customer service skills and strategies. The course is for all employees, not just "Customer Service Representatives". It is beneficial to have at least two employees from the same agency attend.

CONTACT HOURS

4.0

DEFENSIVE DRIVER

COURSE DESCRIPTION

Participants will learn essential strategies for safe driving. Topics include road rage/aggressive driving, use of cell phones, seat belts and airbags, cushion of safety, scanning, and other critical driving strategies. The course also includes a review of the JPIA's accident reporting procedures.

WHO SHOULD ATTEND

This course is appropriate for all member agency employees and directors (including temporary, seasonal, part-time, and volunteers). The JPIA requires that all drivers attend this course at least once every four years.

CONTACT HOURS

4.0

Defensive Driving – A Self-Study Program for Newly Hired Employees is also available from the JPIA Lending Library. This self-study is intended as interim training for new employees. The program consists of a few pages of facts, an interactive 20-minute video and a post-test. This can be easily administered by the new hire's supervisor.

DISCRIMINATION AND HARASSMENT

COURSE DESCRIPTION

A course for managers and supervisors designed to illustrate the types of behaviors and actions that can lead to claims of sexual harassment and other forms of discrimination. The participants will have an opportunity to discuss various situations and formulate appropriate responses to the challenging issues in this area of employment. Contents of this course can be taken back to train other agency staff members.

WHO SHOULD ATTEND

Managers and supervisors

CONTACT HOURS

2.0

DOCUMENTING

COURSE DESCRIPTION

This course emphasizes the importance of documentation for all personnel-related situations.

It also:

- Discusses the right way and wrong way to develop personnel-related documentation
- Highlights an “easy-to-remember” system to use
- Reviews the use of corrective action/disciplinary procedures with correlating documentation; and cautionary areas to help stay out of trouble
- Provides hands-on development of important personnel documents

WHO SHOULD ATTEND

Directors, managers, supervisors and human resource staff

CONTACT HOURS

2.0

DON'T GET CAUGHT WITHOUT COVERAGE

COURSE DESCRIPTION

When directors act outside the course and scope of their duties they can be exposed to personal liabilities that are not covered by JPIA insurance. This course will provide directors with information to help them remain within the course and scope of their duties and maintain insurance coverage for their actions in the event of litigation.

WHO SHOULD ATTEND

Agency directors

CONTACT HOURS

The length of the course varies depending upon the requesting agency's needs.

DRUG AND ALCOHOL

COURSE DESCRIPTION

Your agency has a Drug and Alcohol Policy in place, but do you feel comfortable enforcing it? Does your Drug and Alcohol Policy include reasonable suspicion testing provisions? Has your agency met the Department of Transportation (DOT) training requirements for managers and supervisors overseeing drivers performing safety-sensitive functions in commercial vehicles?

This course is designed to assist managers and supervisors in recognizing an employee who may be under the influence of drugs and/or alcohol. Discussion of effects and symptoms of drug use and alcohol abuse will include the addiction cycle, dangers of being an enabler, and the constructive confrontation process. It includes a review of the physical, behavioral, speech, and performance indicators of probable alcohol misuse and use of controlled substances. This course also includes a review of the JPIA Model Drug and Alcohol Policy. This interactive course meets the DOT training requirements for supervisors.

WHO SHOULD ATTEND

Managers, supervisors, and other interested agency staff

CONTACT HOURS

4.0

ELECTRICAL SAFETY

COURSE DESCRIPTION

The purpose of this course is to introduce safe work practices and common hazards associated with electricity found in the workplace. Pictures of commonly found electrical problems and solutions are used to emphasize the simplicity of many risk-reducing actions. Course participants will review checklists and the most common violations, giving them an opportunity to recognize hazards they may find in their own workplace and to take corrective action to reduce the likelihood of electrical accidents.

The following topics are covered during the course:

- The dangers associated with electricity
- How to identify and control electrical hazards
- Safe working clearance distances of equipment and unqualified and qualified employees
- How to properly conduct an electrical hazard inspection
- Methods for lockout/tagout and working on de-energized equipment

WHO SHOULD ATTEND

Managers, supervisors, safety officers, field, maintenance, and warehouse personnel, and other interested agency staff

CONTACT HOURS

2.0

EMERGENCY RESPONSE PLANNING

COURSE DESCRIPTION

This course is designed to assist participants with the process of developing emergency/disaster response plans. Emphasis is placed on identifying critical systems and resources, recognizing emergency/disaster potential, and determining the actions and resources needed to address these situations. Included is a review of emergency response command, control, communications, and logistics actions. Additional emphasis is placed on employee training and evaluating the effectiveness of plans following practice drills and real-life emergencies/disasters.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

EMPLOYEE HANDBOOK

COURSE DESCRIPTION

This course will focus on the importance of the need for an employee handbook, the need to outline your expectations and requirements for employment, conveying only policies and procedures that are carried out, auditing and updating on a regular basis, and reviewing with staff.

WHO SHOULD ATTEND

Directors, managers, supervisors and human resource staff

CONTACT HOURS

2.0

FALL PROTECTION

COURSE DESCRIPTION

This course will help participants understand the methods of providing and employing fall protection. Included will be a review of Cal/OSHA requirements, fall hazards, and fall prevention and protective systems.

The following topics will be highlighted:

- Hazards associated with:
 - Fixed ladders
 - Roof operations
 - Guardrails
 - Ladders
 - Falls from heights
- Fall prevention systems
- Fall arrest systems

WHO SHOULD ATTEND

Managers, supervisors, safety officers, field operations staff and personnel exposed to fall hazards

CONTACT HOURS

2.0

FIELD ERGONOMICS

COURSE DESCRIPTION

The purpose of this course is to identify factors contributing to musculoskeletal injuries and to emphasize the importance of implementing workplace changes that reduce the potential for those injuries. Pictures of field ergonomic problems and solutions are used to emphasize the simplicity of many risk-reducing actions. Course participants will take part in a process improvement exercise, giving them an opportunity to practice techniques they can use in their own workplace to identify and reduce the likelihood of ergonomic injuries.

The following topics are covered during the training:

- The economic and operations impact of musculoskeletal injuries
- Lifting and back safety techniques
- Factors contributing to field ergonomic injuries
- Field ergonomic problems and solutions
- Methods for identifying local ergonomic problems and solutions

WHO SHOULD ATTEND

Managers, supervisors, safety officers, field, maintenance, and warehouse personnel, and other interested agency staff

CONTACT HOURS

4.0

FIRST RESPONDER AWARENESS

COURSE DESCRIPTION

This Train the Trainer course will provide participants with the information and tools needed to conduct first responder awareness level training for staff at their agency. After completing this training course, participants will be able to explain basic hazardous materials terminology; describe common types of hazardous materials and their associated hazards; identify and describe the duties of first responder awareness personnel; and describe situations that may require additional resources.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other agency staff who are responsible for agency emergency response activities covered under 8 CCR section 5192 and 29 CFR part 1910.120

CONTACT HOURS

6.0

HAZARD IDENTIFICATION

COURSE DESCRIPTION

This course focuses on the importance of workplace inspections for purposes of identifying and correcting hazards. Participants will be taught how to develop and use workplace inspection checklists and how to develop a process for tracking corrective action. Hazard mitigation as an interim step to hazard elimination will be discussed.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

HIRING PRACTICES

COURSE DESCRIPTION

In today's busy and litigious world, the importance of making the right hire from the start is critical. Not only will making the right hire save a supervisor's time, energy and stress level, it will also be the most important step to avoid employment practices lawsuits down the road. This course is a step-by-step guide to the many important aspects of making the right hire, including important requirements that are often overlooked. The course will include lecture, video, and group interaction and will provide some handy tools to take back to the workplace.

WHO SHOULD ATTEND

General managers, managers, supervisors, and human resource staff

CONTACT HOURS

3.0

INJURY/ILLNESS PREVENTION PROGRAM (IIPP)

COURSE DESCRIPTION

This course will help participants better understand their IIPP. Included is an in-depth look at the purpose of each element of an IIPP, the procedures for implementing these elements, and the documentation required. This course focuses on the supervisor's role in carrying out their agency's IIPP.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

JOB DESCRIPTIONS

COURSE DESCRIPTION

Job descriptions are an essential tool for the workplace. They can be used at every step of employment from hiring through termination, and everything in between. Job descriptions are also important legal documents that may be the key element in a lawsuit. This training will assist management, supervisors, and human resource staff in understanding the importance of job descriptions, their uses and identifying key elements. Participants will learn how to organize, and write accurate and objective job descriptions and comply with employment laws. Hands-on exercises will enable participants to return to their workplace to review and update current job descriptions.

WHO SHOULD ATTEND

Managers, supervisors and human resource staff

CONTACT HOURS

2.0

LOCKOUT/TAGOUT

COURSE DESCRIPTION

This course emphasizes the critical importance of, and regulatory requirements for, controlling all sources of energy during machinery and equipment maintenance, repairs, installation, and removal.

The following topics will be covered during the course:

- Cal/OSHA's Lockout/Tagout (LOTO) regulatory requirements and definitions
- The various types of hazardous energy (not solely electrical), both kinetic and potential, that must be controlled
- The scope and application of LOTO rules in all facets of machine and equipment operation
- The types and functions of LOTO devices, locks and tags
- The development and implementation of a LOTO Program
- The benefit of using and/or developing LOTO checklists

WHO SHOULD ATTEND

Managers, supervisors, safety officers, maintenance personnel, electricians, operations personnel, and all employees that could be exposed to the hazards associated with equipment/machinery maintenance, repair, installation, and removal.

CONTACT HOURS

3.0

MANAGING THE AGING WORKFORCE

COURSE DESCRIPTION

This course will help all employees understand how the aging of the workforce impacts staffing, productivity, relationships, loss of important knowledge and experience, and daily work requirements. The session will go into detail regarding how to deal with these issues as the age of your workforce will continue to rise over the next 20-plus years.

WHO SHOULD ATTEND

Managers, supervisors, human resource staff and other interested agency staff

CONTACT HOURS

2.0

MANAGING GENERATIONS

COURSE DESCRIPTION

Water agencies have diverse workforces, often including workers (and directors) ranging in age from the teens to 70 or more. Each generation has its own set of values, technological skills, communication styles, motivators, group dynamics and supervisory/management challenges. This course looks at what may account for some of these differences and how to recognize them. It also addresses some of the problems employers face due to an aging workforce. Students will learn how to minimize conflicts between different age groups and how to maximize their agency's greatest asset: their employees.

WHO SHOULD ATTEND

General managers, managers, supervisors, and human resource staff

CONTACT HOURS

2.0

NEW EMPLOYEE ORIENTATION

COURSE DESCRIPTION

This course includes a discussion covering the steps to take in order to fulfill employer obligations, the HR role, what supervisors need to know; and helpful tools.

WHO SHOULD ATTEND

Managers, supervisors, human resource staff, and other interested agency staff

CONTACT HOURS

2.0

OFFICE ERGONOMICS

COURSE DESCRIPTION

The purpose of this course is to identify factors contributing to musculoskeletal injuries and to emphasize the importance of implementing workplace and workstation changes that reduce the potential for those injuries. Course participants will take part in a process improvement exercise, giving them an opportunity to practice techniques they can use in their own workplace to identify and reduce the likelihood of ergonomic injuries.

The following topics are covered during the training:

- The economic and operations impact of musculoskeletal injuries
- Workplace setup and evaluation techniques
- Factors contributing to office ergonomic injuries
- Office ergonomic problems and solutions
- Checklists for identifying office ergonomic problems and solutions

WHO SHOULD ATTEND

Managers, supervisors, safety officers, office staff, individuals that sit at workstations for long periods of time, and other interested agency staff

CONTACT HOURS

2.0

OSHA INSPECTIONS

COURSE DESCRIPTION

This course will help participants prepare for all phases of an OSHA inspection. It covers the steps the agency should take from the time it is notified of an inspection, to the actual inspection, and what to do in the event of a citation.

WHO SHOULD ATTEND

Managers, supervisors, safety officers, and other interested agency staff

CONTACT HOURS

2.0

PERFORMANCE APPRAISALS

COURSE DESCRIPTION

This course will focus on eliminating the “Performance Appraisal Blues” of managers by identifying tools and applications to make the process a positive, motivational, and productive event. It will discuss the importance of Performance Appraisals, how to develop objective goals, how to collaborate with staff, and how to protect the agency in the event of a lawsuit.

WHO SHOULD ATTEND

General managers, managers, supervisors and human resource staff

CONTACT HOURS

2.0

PERFORMANCE MANAGEMENT

COURSE DESCRIPTION

This course will provide participants with the necessary tools to manage the performance of their employees by shaping, coaching, and directing their efforts on a daily basis. This continuous process will help employees better understand the nature and quality of their most recent performance, help them identify what they must do to strengthen that performance, and create a desire for them to improve and develop. Topics covered include defining performance, developing employees, appraising performance, documenting, and evaluating.

WHO SHOULD ATTEND

Supervisors, managers, and human resource staff

CONTACT HOURS

4.0

PERSONNEL RECORDS MANAGEMENT

COURSE DESCRIPTION

What should be kept, who should keep it, in what format, how long should it be kept, and who has access? These are some of the questions answered in this session as well as a review of some "best practices" and suggestions by participants on auditing the process and keeping current with the law.

WHO SHOULD ATTEND

Managers, supervisors, and human resource staff

CONTACT HOURS

2.0

POLICIES AND PROCEDURES

COURSE DESCRIPTION

Each agency has a unique set of policies and procedures. This course will present an overview of policies that should be in place, writing and administering these policies, the importance of frequent updating, and the necessity for agencies to “follow their own rules”. Other important topics included are: understanding the law, choosing and working with a labor attorney, training staff, and critical aspects of documentation. This course is a must for all levels of management to insure that policies and procedures are up-to-date, in place, and being utilized.

WHO SHOULD ATTEND

General managers, managers, supervisors, and human resource staff

CONTACT HOURS

2.0

POSITIVE DISCIPLINE

COURSE DESCRIPTION

This course is a practical look at how to handle employee discipline problems in a positive manner. A step-by-step process is presented for dealing with escalating issues to reinforce the need to deal with problems before they become serious. Case studies and useful tools will be used to help managers and supervisors focus on correcting problems. Hands-on practice and group interaction are an important aspect of this course.

WHO SHOULD ATTEND

Managers, supervisors, and human resource staff

CONTACT HOURS

4.0

PROBLEM SOLVING/CONFLICT RESOLUTION

COURSE DESCRIPTION

Participants will evaluate the development of problems and conflict, how the workplace is affected and how to resolve issues when they occur. This course uses various problem solving techniques and the CALM model to demonstrate how to address and evaluate situations and will help employees acquire skills to successfully resolve problems and conflict situations and avoid future ones.

Upon completion of the course, participants will:

- Understand importance of problem/ conflict-solving
- Identify the basic steps in resolution process
- Apply a variety of effective techniques

WHO SHOULD ATTEND

Everyone

CONTACT HOURS

3.0

RESPECT IN THE WORKPLACE

COURSE DESCRIPTION

Every employee has the desire to be treated with respect in the workplace. Disrespect can cause conflict, slow down productivity and create an environment of tension among co-workers. This course will encourage staff to take personal responsibility for creating a respectful workplace and offers practical examples and advice for resolving difficult situations. A four step process will be presented that is easily adopted by staff to help build a mutually respectful work environment.

WHO SHOULD ATTEND

Everybody

CONTACT HOURS

2.0

RESPIRATORY PROTECTION

COURSE DESCRIPTION

This is an awareness-level course designed to help participants understand the dangers associated with respiratory hazards and the Cal/OSHA regulatory requirements for respiratory protection.

Topics covered include:

- Hazardous Material (Hazmat) Toxicology
- Hazmat information sources
- Respiratory hazards
- Respiratory personal protective equipment (PPE)
- Respiratory program requirements

WHO SHOULD ATTEND

Individuals responsible for the health and safety of agency personnel and all who may be exposed to respiratory hazards including general managers, operations managers, safety coordinators, respiratory protection program administrators, field supervisors, and operations employees.

CONTACT HOURS

2.0

NOTE

Each attending agency is encouraged to bring a copy of its written Respiratory Protection Program if they wish to have it reviewed and also an example of the respiratory PPE they wear in the workplace.

RETURN-TO-WORK

COURSE DESCRIPTION

This course will discuss the benefits of developing a formal Return-to-Work Program (RTWP), the elements needed to make an RTWP effective, and the supervisor's role in the agency's RTWP.

The focus of the course will be the ability of a RTWP to provide:

- Better workers' compensation claims management
- More complete injured worker recovery
- More rapid return to full duty for the injured worker

WHO SHOULD ATTEND

Managers, supervisors and other interested agency staff

CONTACT HOURS

1.0

RETURN-TO-WORK ONLINE

COURSE DESCRIPTION

Managers and supervisors need to know how to handle the workplace situation created by a work-related injury, particularly how to return people safely and successfully back to some kind of productive work as quickly as possible. The goal of the course is to help students become more confident in their ability to respond appropriately at the time of injury and when the employee returns to work. Completion of this course is required as part of the PDP core course, "Return-to-Work."

WHO SHOULD ATTEND

Managers, supervisors and other interested agency staff

CONTACT HOURS

This self-paced, interactive, web-based course is available 24 hours a day 7 days a week. It takes about two hours to complete and can be spread over as many sessions as needed.

A Supervisor's Guide to Manage Ill and Injured Employees in the Workplace

www.acwajpia.com/onlinetraining.aspx

RISK TRANSFER

COURSE DESCRIPTION

This course includes an in-depth review of loss exposure analysis, model contract language, insurance requirements, samples of insurance documents such as additional insured endorsements and certificates of insurance, and case studies. This course will help participants develop a better understanding of the risk transfer process and how to implement good risk transfer procedures that can help protect their agency from expensive liability claims.

WHO SHOULD ATTEND

Staff members who are responsible for managing contracts of any kind, developing requests for proposals, hiring outside vendors or contractors, and confirming compliance with insurance requirements

CONTACT HOURS

2.0 - 4.0

SAFETY 101

COURSE DESCRIPTION

Safety 101 provides the basics for maintaining a safe and healthful workplace. Although safety should be incorporated into every task and operation, most direction is the result of the regulatory process. This course will cover basic requirements of employers, supervisors, and employees to provide a safe workplace and work safely. It will provide guidance for properly dealing with regulatory compliance and minimizing the water agency's liability and costs.

WHO SHOULD ATTEND

Directors, managers, supervisors, human resource staff, safety officers and other interested agency staff

CONTACT HOURS

1.0

COURSE DESCRIPTION

The JPIA developed this course in an effort to assist members in complying with the law requiring management sexual harassment training every two years (AB1825).

The course guides managers through the sexual harassment investigative process including interviewing the complainant, alleged harasser, and witnesses. By equipping managers with the knowledge they need to prevent and respond to harassment situations, it helps to eliminate sexual harassment in the workplace.

Attendees should be able to:

- Understand the California and federal sexual harassment laws
- Recognize early signs of sexual harassment
- Investigate and resolve sexual harassment complaints
- Maintain open communication in a respectful environment
- The course also covers the emotional aspects of harassment and the importance of creating a safe work environment where employees can report sexual harassment violations without fear of shame or retaliation.

Important definitions:

Who is a “covered” employer?

The bill states, “any person engaged in any business or enterprise in California, who employs 50 or more employees to perform services for a wage or salary or contractors or any person acting as an agent of an employer, directly or indirectly, or the state of California, counties and any other political or civil subdivision of the state or cities, regardless of the number of employees. For the purposes of this section, governmental and quasi-governmental entities such as board, commissions, local districts and special districts are considered ‘political subdivisions of the state.’”

Who is a supervisor or manager?

The Department of Fair Employment & Housing Authority (FEHA) defines a supervisor, broadly as: “Any individual having the authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or the responsibility to direct them, or to adjust their grievances or effectively to recommend that action if, in connection with the foregoing, the exercise of that authority is not a merely routine or clerical nature, but requires the use of independent judgment.”

WHO SHOULD ATTEND

Directors, general managers, managers, supervisors, and human resource staff

CONTACT HOURS

2.0

SEXUAL HARASSMENT PREVENTION: A MANAGER'S GUIDE IN CALIFORNIA TRAIN-THE-TRAINER

COURSE DESCRIPTION

In an effort to assist members in complying with the new law requiring supervisory sexual harassment training, the JPIA has purchased a program from Coastal AMI that can be used to provide this training. The JPIA will conduct “train-the-trainer” sessions using this product and instructing participants on the use of the program, and providing information. Below is the information provided by Coastal AMI.

Safeguard your organization with this Trainer's Toolkit that has been tailored to the California training requirements. The content guides managers through the sexual harassment investigative process including interviewing the complainant, alleged harasser and witnesses. By equipping managers with the knowledge, they need to prevent and respond to harassment situations; it helps to eliminate sexual harassment in the workplace.

Upon completion, each student should be able to:

- Understand the California and federal sexual harassment laws
- Recognize early signs of sexual harassment
- Investigate and resolve sexual harassment complaints
- Maintain open communication in a respectful environment

The course also covers the emotional aspects of harassment and the importance of creating a safe work environment where employees can report sexual harassment violations without fear of shame or retaliation.

WHO SHOULD ATTEND

Directors, general managers, managers, supervisors, and human resource staff

CONTACT HOURS

3.0

TRAFFIC CONTROL AND FLAGGER

COURSE DESCRIPTION

Cal/OSHA Construction Safety Orders, Section 1599(f) requires all flaggers to be trained in the proper fundamentals of flagging in moving traffic before being assigned as flaggers. The standard is specific as to what areas should be addressed including: factors that cause accidents, characteristics of flaggers, work zone layout, hand-signaling procedures, dealing with hostile drivers, and traffic control devices. In addition, the course will cover basic principles for establishing and maintaining proper traffic control throughout a work zone including advance-warning signs, traffic control methods, work zone safety and equipment requirements.

WHO SHOULD ATTEND

Supervisors and employees responsible for traffic control and flagging

CONTACT HOURS

4.0

TRENCHING AND EXCAVATION PRACTICES

COURSE DESCRIPTION

Cal/OSHA standards for trenching and excavating have changed significantly over the years. Every job site must have a “Competent Person” present who has completed training and can demonstrate proficient skills on the job site. This course has been designed to provide agency staff with the classroom portion of the training they need to become that “Competent Person.” Topics discussed in this course include: Cal/OSHA requirements, soil classification and pressure determination, shoring systems, trench safety, and when to utilize a professional engineer.

WHO SHOULD ATTEND

Supervisors, agency engineers, safety officers and agency staff involved in excavation and construction activities

CONTACT HOURS

4.0

UNDERGROUND UTILITY LINE LOCATOR

COURSE DESCRIPTION

This workshop will provide the information needed to become a Qualified Utility Locator per Cal-OSHA 1541, and the training and skills required by the national standards of Common Ground Alliance and National Utility Locator Contractor Association best practices for utility locators.

The training will include hands-on instruction for locating equipment, followed by field exercises. Attendees will receive detailed instruction including common troubleshooting techniques and line locating problem solving skills. All attendees will be required to perform a hands-on skills demonstration and complete a written examination.

Upon completion of the course, attendees should understand the following:

- Theory of electromagnetic locating
- Types and use of locating equipment
- Mark-out procedures
- Knowledge of facilities and plans
- Visual observation skills
- Safe work practices, customer service, and regulations
- Locate request procedures, documentation, and mapping

WHO SHOULD ATTEND

Managers, supervisors, safety officers, field supervisors, other interested agency staff

CONTACT HOURS

8.0

WORKERS' COMPENSATION BASICS

COURSE DESCRIPTION

This course will include a review of the history and benefits of the workers' compensation system in California. An explanation of the direct and indirect costs associated with a workers' compensation loss, benefits to the injured worker, and the supervisor's role in the agency's return-to-work program will be discussed.

WHO SHOULD ATTEND

Managers, supervisors, human resource staff, and other interested agency staff

CONTACT HOURS

2.0

WORKPLACE VIOLENCE

COURSE DESCRIPTION

This course includes many aspects of dealing with violence in the workplace from a management point of view. The content includes a look at policy requirements, warning signs of violent behavior, legal requirements, appropriate action, developing security measures and an overview of sound practices for dealing with this evolving issue.

WHO SHOULD ATTEND

Managers, supervisors, human resource staff, safety officers, and other interested agency staff

CONTACT HOURS

3.0

TRAINING RESOURCES

www.acwajpia.com/training

JPIA courses listed by date and by county

<http://www.firstnetlearning.com/offerings/acwajpia/>

Driver Safety Training

<http://targetsafety.com/acwajpia>

Over 200 courses available to members 24/7

<http://educ.webility.md>

A Supervisor's Guide to Managing Ill and Injured Employees in the Workplace

