



TOTALGROUP
OF COMPANIES

TRAINING CATALOGUE

CONFINED SPACE
ENTRY AND RESCUE
TRAINING SIMULATOR
1 888 RESCUE+

OCCUPATIONAL SAFETY CERTIFICATION
CLASSROOM BASED AND ONLINE TRAINING

Know what to do and who to call during emergencies

TOTAL FIRE SOLUTIONS | TOTAL RESCUE | TOTAL MEDICAL

Visit: www.totalrescue.ca

Call: 1 888 RESCUE+ (1 888 737 2830)

Email: info@totalrescue.ca



TOTALGROUP
OF COMPANIES

ALL YOUR TRAINING NEEDS - TEAM UP WITH THE TOTAL GROUP!

The Total Group of Companies is comprised of 4 divisions: Fire, Rescue, Safety, & Medical. These divisions operate independent of one another but can independently mesh as a cohesive unit for any given situation, and the synergies within the groups are evident when we come together. We have years of field experience that has crossed over to the Training we provide for our clients.

It is our belief that customers are not large faceless corporations with an endless supply of money, but that there are people in those businesses that cared about how the job was done, how the reports were delivered, training is completed and that they noticed the service providers that would go above and beyond the call of duty.

The people that lead successful workplaces understand that a safe and healthy workplace is a productive workplace. They also know that they must work together. A safe workplace matters to everyone and you can make a difference in your workplace, but its best to do it with the best support.

You need the employer, supervisors and all the workers to do their part to keep the workplace safe. We are looking to join your team and share the commitment to help ensure the health and safety of every employee in your workplace through meaningful and effective safety training.

Consistent, Standardized Training Across Your Organization by Subject Matter Experts

Total's training materials are practical and interesting to your employees. **Our training division includes onsite training, online training, train the trainers, course development, safety protection and equipment and customer online and site-specific course development.**

- Deliver at one or many locations, using one or many different instructors
- Accommodate sites across Ontario
- Provide a simple and systematic approach for consistent results at all your locations across your entire organization.
- Provide additional support such as rescue personnel, consultants, and equipment to limit the time you spend organizing and focus on other tasks.
- Provide regular updates to the online training portal www.totalonlinetraining.ca



We thank you for the opportunity, and for considering us to provide services to your company. We look forward to exceeding your expectations. We provide the best service we can for the best price we can. We thank you for the opportunity, and for considering us to provide services to your company. We look forward to exceeding your expectations.

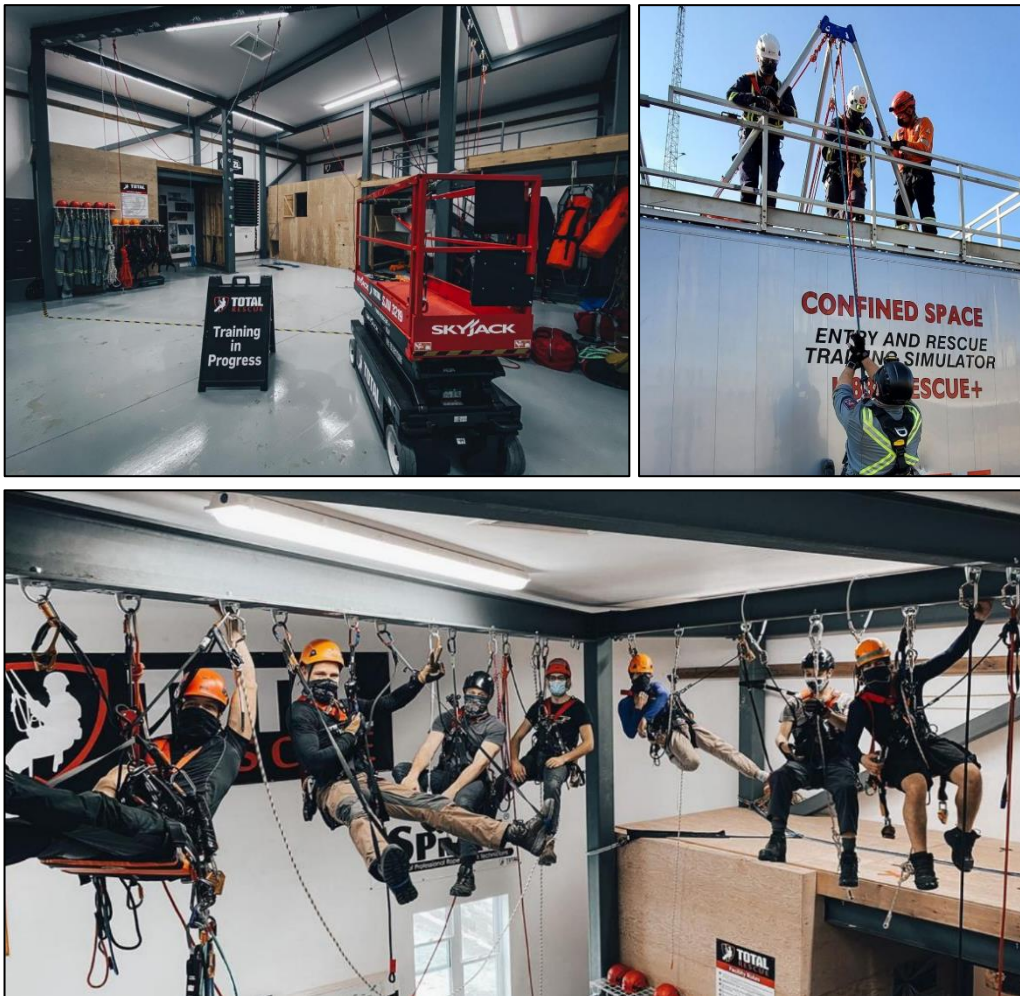
Sincerely,

Ben Baker, President

OPERATIONS

Technical Rescue and training efficiency is a lifelong pursuit and is something that goes beyond a “division” within our company - this is our life. The dedication and the pursuit for absolute perfection of this craft is one of the founding principles of this company. We are beyond proud of the fact that we are one of the Founding Members of the International Technical Rescue Association (ITRA) in Canada, and currently have the only Level 3 ITRA Assessor in the country as a Director within our company, and we are also a Premier Member and Approved Training Provider for SPRAT, members with Canadian Professional Trainers Association and our courses are developed by subject matter experts and Canadian Registered Safety Professionals.

Our newly constructed, custom designed, engineered, and “state-of-the-art” technical rescue and confined space training facility in Fergus, Ontario is just one of the many ways that we continue to invest in this ever-evolving industry. We also have a mobile CSE Simulator and Fall Protection Simulator in Western Canada. It is our goal - and our mandate - to be a key player in the technical rescue and training world, and you do not have to go far, or ask too many questions to realize that our company is at the forefront of the technical rescue community. The best of the best is training with us monthly - and so should you.

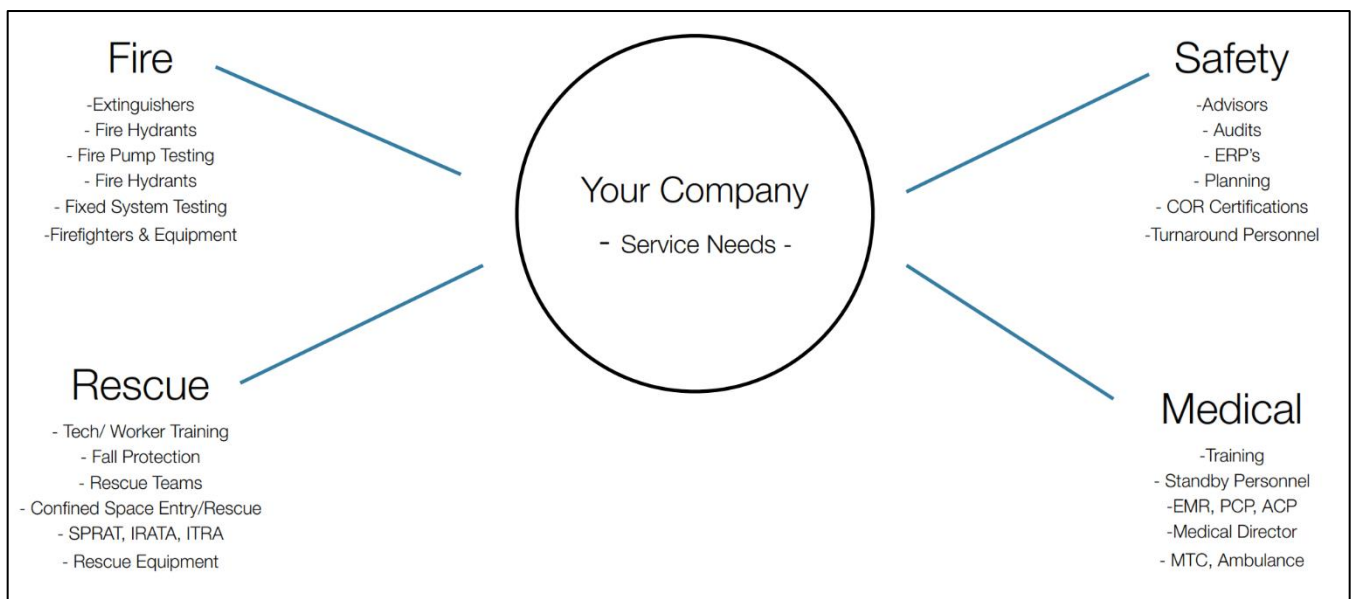


No matter where you are in North America, we have the resources, manpower, and technical expertise to ensure your project gets completed on budget, and on-time.



ALL SERVICES

www.totalrescue.ca/serviceoverview





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ONSITE COURSES – OCCUPATIONAL HEALTH AND SAFETY

We offer a vast array of hands-on training programs through associations such as Ontario CPO, NFPA, ITRA, SPRAT, and Energy Safety Canada - just to name a few. We also realize that getting a "certificate" is not always what an employer is looking for - and so we also offer custom courses that are built to your standards. Our professional trainers examine your training needs, your unique workspaces, and consult with management to provide options that will meet and exceed your training program goals. We have listed some of our most popular training programs below. If you are interested in a custom course, please get in touch to arrange a meeting.

ONTARIO CPO APPROVED WORKING AT HEIGHTS



Duration	8 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This training course is designed for any supervisor or personnel who work at heights in construction as per the Ontario regulatory requirements.

Participants will expand their knowledge of fall protection as well as better understand the requirements of OHS, ANSI and CSA. Participants will be involved in practical hands-on work and should dress accordingly.

ONTARIO CPO APPROVED WORKING AT HEIGHTS REFRESHER

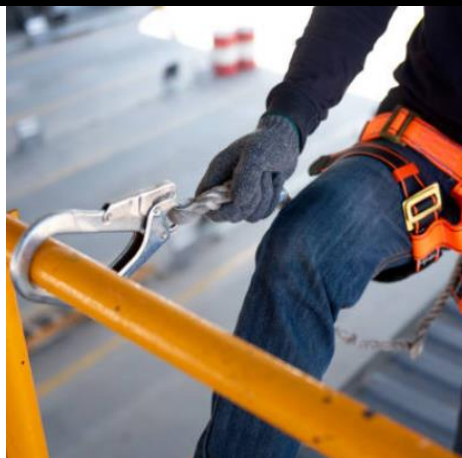


Duration	4 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	Ontario CPO Approved WAH
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This refresher training course is designed for any supervisor or personnel who work at heights in construction as per the Ontario regulatory requirements.

Participants will expand their knowledge of fall protection as well as better understand the requirements of OHS, ANSI and CSA. Participants will be involved in practical hands-on work and should dress accordingly.

FALL PROTECTION AND RESCUE AWARENESS GENERAL INDUSTRY



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This course will provide you with the information that is used to implement a Fall Protection system. By the end of this course you will be able to describe effective fall protection, where a fall protection plan is required, describe various hazards, and know how to handle hazards that are identified. You will also understand the hierarchy of choices and how conditions of the workplace affect the choice of fall protection and should something go terribly wrong, you will know how to prevent prolonged suspension in a post fall protection device.

ROLLGLISS / ROPE RESCUE AWARENESS



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	Fall Protection
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This training course is designed for any supervisor or personnel who work at heights in construction, mining, energy, general industry settings and require additional training in site-specific rescue operations.

Participants will expand their knowledge of fall protection and rescue as well as better understand the requirements of OHS, ANSI and CSA. Participants will be involved in practical hands-on work and should dress accordingly.

TANK RESCUE



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	Fall Protection
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This training course is designed for any supervisor or personnel who work at heights on large tanks in the oil and energy industry. This course teaches the basics of rope rescue as well as assisting a fall victim, personnel with a health condition and/or injury.

STAC TOWER RESCUE CLIMBER 1 AND 2



Duration	16 hrs.
Recertification	3 years
Maximum Participants	8
Delivery	Onsite / Certified Instructor
Prerequisites	Fall Protection
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Personnel who must work on a telecommunications antenna, an aerial warning structure or any other type of tower or steel structure are constantly exposed to the risk of falls.

Current protective systems are highly specialized and can keep workers safe, but that's only part of the equation. Because of the difficulty of access to high structures by rescue teams, workers must be able to take charge of the victim of a fall or illness and bring them back to the ground in a safe manner.

CRANE RESCUE

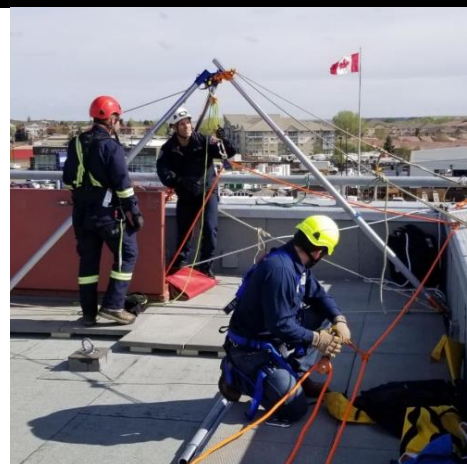


Duration	8 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	Fall Protection
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

In a time-sensitive emergency, the combination of varied crane configurations, cab designs, plus the uncertain availability of public responders requires an effective onsite rescue.

Your personnel will learn self-rescue, team rescue and emergency egress training. This comprehensive one-day course focuses on the various applications of your site-specific rescue equipment.

NFPA 1006 AND EQUIVALENT TECHNICAL ROPE RESCUE



Duration	40 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Rope Rescue is a specialist course for Fire, Rescue and Emergency Services personnel. It covers the rope rescue skills required to access and evacuate casualties from most high angle locations.

Participants are trained in pre-planning and size up of rope rescue operations: knots, hitches and anchor systems; belay operations; ascending and descending; raising and lowering systems; and patient packaging and litter tending.

SPRAT – ALL LEVELS



Duration	40 hrs.
Recertification	3 years
Maximum Participants	8
Delivery	Onsite / Certified Instructor
Prerequisites	Prior SPRAT Level to Proceed
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

SPRAT (Society of Professional Rope Access Technicians) aims to promote the safe use of Rope Access within our regulatory bodies here in North America. SPRAT training also consists of three levels of certification. You will be introduced to the SPRAT certification process, learn how to operate the rope access system, and what your role is in a rope access team.

ITRA – ALL LEVELS AND ASSESSMENT



Duration	40 hrs.
Recertification	3 years
Maximum Participants	8
Delivery	Onsite / Certified Instructor
Prerequisites	Prior ITRA Level to Proceed
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

You will be introduced to the ITRATA certification process, learn how to operate the rope access system, and what your role is in a rope access team.

CONFINED SPACE ENTRY AND RESCUE AWARENESS (CSE 1)



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

The occupational health and safety regulation requires the employer to prepare a written confined space entry program that includes procedures for rescue.

This course will provide the information used to establish an industrial confined space rescue response and the training that is needed to prepare individuals to implement rescue operations. It takes a mix of prevention, planning, preparation, training and communications to create and sustain an effective Confined Space Rescue response.

CONFINED SPACE ENTRY AND RESCUE OPERATIONS (CSE 2)



Duration	16 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 16-hr. course teaches the hazards of confined spaces and performing rescues from within, including body manipulations, rescue equipment & it's proper use

CONFINED SPACE ENTRY AND RESCUE TECHNICIAN (CSE 3)



Duration	24 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 24 hr. course teaches the hazards of confined spaces and performing rescues from within, including body manipulations, rescue equipment & it's proper use

FIRE EXTINGUISHER, HOT WORK AND FIRE WATCH



Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 4 hour live-fire course teaches you fire behavior, classification of fuels, proper use of extinguishers, and hands on practical with various types of extinguishers.

BOOK 7 TRAFFIC CONTROL



Duration	4 hrs.
Recertification	3 years
Maximum Participants	30
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 4-hour course teaches you the requirements of Book 7. Training in Book 7 is intended for employees working for the following agencies and organizations:

Provincial, Municipal, and private road authorities in Ontario and their contractors.
Utilities, contractors, and others who may have approval to work on public roadways.

LOCK OUT TAG OUT



Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This Control of Hazardous Energy Lockout Tagout safety training course has been designed for those with an occupational requirement to safely undertake LOTO activities in Sawmills, Pulp mills and Paper operations. This is a general information safety training program; the employer still must provide specific familiarization training for the specific type of lockout tagout selected to be used for the service or maintenance of equipment or machinery under lockout.

ELECTRICAL SAFETY



Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

With an increase in reported injuries and deaths associated with the use of electricity, electrical safety is becoming a more prominent health and safety topic in industry. Canada's newest electrical standard, the CSA Z462, outlines the requirement for safeguarding workers from electrical hazards.

GROUND DISTURBANCE



Duration	4 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

The Ground Disturbance safety training program is intended for all members of the digging community including, but not limited to:

Excavation contractors, consultants, developers, home builders, equipment operators, landscapers, land surveyors and municipal works.

The Ground Disturbance program has been designed to align with industry recommended practices and is a 4-hour program that will provide enough general knowledge to maintain personal safety.

GAS DETECTION AND CONTROL



Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

The OH&S regulation requires the employer to ensure that employees who operate gas detection instruments to test for potentially dangerous gases during confined space entry and during hot work operations are adequately trained.

Gas detection tests must be carried out by a qualified person who has training and experience to calibrate, operate and monitor testing equipment and interpret the readings from that testing equipment.

AIR PURIFYING RESPIRATOR PROTECTIVE EQUIPMENT



Duration	4 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

When engineering and or administrative controls have not adequately reduced the amount of airborne hazard a worker could be exposed to respirator protection is required. Respirators are to be suitably fitted to the individual worker and every worker who may be required to wear a respirator must be trained in its proper use.

AIR SUPPLYING RESPIRATOR PROTECTIVE EQUIPMENT



Duration	4 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Respiratory hazards may include airborne contaminants such as dusts, mists, fumes, and gases, or oxygen deficient atmospheres.

There are many occupational sources of airborne contaminants. Air supplying respirators provide air from a source independent of the surrounding atmosphere instead of removing contaminants from the atmosphere.

Every worker who may be required to wear an air supplying respirator must be trained in its proper use.

JOINT HEALTH AND SAFETY COMMITTEE (PART 1 AND 2)



Duration	16 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Employers of provincially regulated organizations are responsible for the establishment of a joint OH&S committee.

This program will cover topics such as the Regulations, the means that allow the joint OH&S representatives to fulfill their responsibilities, the rules and procedures of the JOHS committee; the principles of consensus building regarding health and safety issues, the process for selecting joint OHS committee members and the responsibilities of committee representatives.

WHMIS 2015/GHS

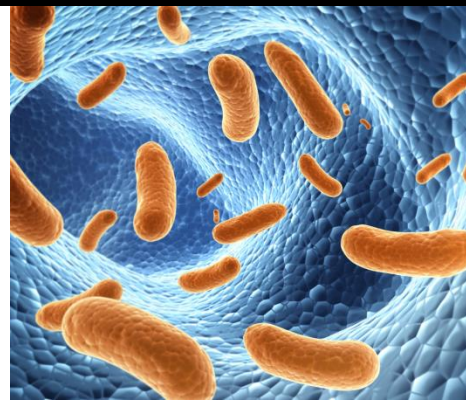


Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

WHMIS 2015 Worker Protection safety training program has been designed to provide general information to workers, to members of joint health and safety committees, supervisors, and managers.

The scope of this course is to convey particulars about health hazards, requirements for worker protection, safe work procedures, inspection criteria, applicable legislation and guidelines used to identify and control worker exposure to hazardous materials in the workplace.

BLOOD BORNE PATHOGENS



Duration	4 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

The Bloodborne Pathogens Course will guide you through all aspects of bloodborne pathogens, from types of diseases to protective measures.

EMERGENCY FIRST AID



Duration	8 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

A hands on, interactive course teaching Simple First Aid & CPR techniques for individuals who want an overview of First Aid & CPR for the workplace or home. Learn how to recognize, prevent and respond to cardiovascular emergencies for adults, choking, airway and breathing emergencies, and prevention of disease transmission.

STANDARD FIRST AID AND CPR



Duration	16 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This course includes First Aid & CPR Guidelines, is recognized by the Workplace Safety & Insurance Board (WSIB) and meets Ontario Health & Safety (OHS) regulations for Basic First Aid. All participants will receive the Manual and Certification card.

BASIC WILDERNESS FIRST AID



Duration	16 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing
Basic level of Wilderness & Remote First Aid that covers material in Standard First Aid & CPR, plus special material on techniques for wilderness and remote areas. Course also offers strategies for providing extended care for up to 24 hours. Part of the course is taught in an outdoor setting and requires greater physical activity and endurance than typical first aid training.	

ADVANCED WILDERNESS FIRST AID



Duration	24 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing
Comprehensive first aid and CPR techniques for those who need a higher level of training to work and respond to emergencies in isolated or wilderness settings. Training is also suitable for those who act as guides or supervisors for groups of people.	
The course covers material in Standard First Aid & CPR, plus advanced strategies for providing extended care for more than 24 hours. Part of the course is taught in an outdoor setting and requires greater physical activity and endurance than typical first aid training.	

ENERGY SAFETY CANADA FALL PROTECTION FOR RIG WORK



Duration	16 hrs.
Recertification	Never Expires
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing
This two-day competent person Fall Protection Course is for anyone who will be required to extensively use fall protection on worksites. This includes, construction workers, swing stage, drilling/service workers, stagehands, scaffolders and tradesmen.	
It is a 16-hour course designed for all workers who have challenging fall protection requirements. New workers who do not yet have field time with fall protection equipment also benefit from this course.	

ENERGY SAFETY CANADA FALL RESCUE FOR RIG WORK



Duration	8 hrs.
Recertification	Never Expires
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	Fall Protection for Rig Work
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

The first part of training is a classroom setting, where we assist participants to develop an understanding of rope rescue fundamentals. This would include:

- Fall rescue operations
- Site assessment/Casualty assessment
- Rescue principles/Rescue team roles
- Equipment/Post-incident activities
- Rescue scenarios/Climbing to height
- Work positioning/Anchorage connection
- Transfer between fall protection systems

ENERGY SAFETY CANADA H2S ALIVE



Duration	8 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 8 hour course teaches you where H2S gas is commonly found, how to detect its presence and the steps that you must take to ensure everyone's safety.

TANK FIRE STRATEGIES AND TACTICS



Duration	6 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

This 6 hrs. course covers the use of site-specific fire equipment and its use for emergency response.

NGL IGNITION



Duration	6 hrs.
Recertification	3 years
Maximum Participants	12
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Organizations are turning to NGL training to help them plan and control their emergency response requirements. As a result, NGL training is recognized as a key requirement. In this course students learn to safely and effectively deal with uncontrolled vapour plumes (from wells, pipelines, production and/or storage facilities).

ONSITE – EQUIPMENT OPERATOR TRAINING

MOBILE ELEVATED WORK PLATFORM (MEWP) ALL TYPES



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Canadian occupational regulations stipulate that the employer is responsible for ensuring workers have received adequate instruction and that they have demonstrated competency in the safe use of a Mobile Elevated Work Platform to operate this machine on the jobsite.

Operators must also have Fall Protection training for the use of "boom-supported" elevating devices that telescope, articulate, rotate or extend, "elevating work platforms" that self-elevate to overhead work locations, and for "self-propelled" elevating work platforms.

FORKLIFT (ALL TYPES)



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Workers must be trained to CSA Standard B335-15, Industrial Lift Truck Operator Training, and have passed both a written test and a practical operator driver test before operating a lift truck (forklift) on a work site.

Following instruction and practice trainees will be under the direction of a qualified instructor who will assess the competency of a trainee while they operate the telescopic forklift. Operators of forklifts inclusive of telehandlers shall receive retraining at intervals not exceeding three years.

MOTORIZED PALLET JACKS



Duration	8 hrs.
Recertification	3 years
Maximum Participants	15
Delivery	Onsite / Certified Instructor
Prerequisites	NA
Passing Grade	75%
Materials	Student Guide, PowerPoint, Equipment
Rate	Contact info@totalrescue.ca for pricing

Powered pallet jacks, also known as motorized electric pallet trucks, walkies, single or double pallet jacks, or power jacks, are motorized to allow for the lifting and moving of heavy and stacked pallets. Some have a platform for the user to stand on while moving the pallets. This type is a walkie-rider powered pallet jack.

Only workers trained in the inspection, and operation of a motorized pallet truck, including the recognition and the avoidance of hazards may operate this machine on the worksite.

TRAIN THE TRAINER

Our Train-the-Trainer programs can be applied to most of the courses listed in this catalogue. The goal is to provide you with the resources and instructional methods needed to become an effective Training Provider in the courses below. Approved by the Chief Prevention Officer, Total Group carefully developed our WAH learning training program to ensure that our course exceeds all the required standards. You can save time and money by using our CPO approved WAH program to



become an approved Ontario WAH Training Provider. In addition, we offer the other programs backed by our subject matter experts and course developers.

The Total Group designs and develops safety training programs and authorize qualified individuals to teach the training programs and issue student certification cards to those that have met the required knowledge and skill objectives. Our registry assists in compliance with occupational health and safety regulatory agencies.

Total maintains quality assurance and makes certain that programs are delivered in accordance with Accreditation Standard requirements for accepted practices, implementation, and maintenance for competent training.

The Total Group Train the Trainers will show you how to:

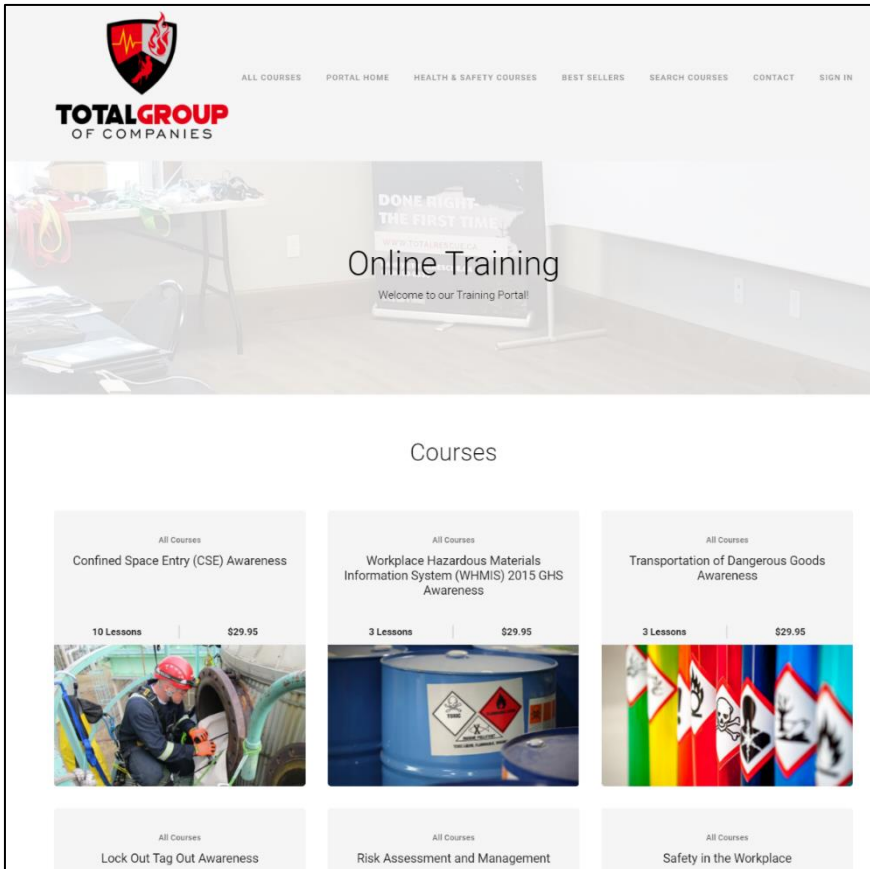
- Implement classroom theory and field activities training
- Apply adult learning principles and manage a classroom
- Understand the training delivery methods and objectives
- Understand student observation and evaluation process
- Understand administrative obligations
- Understand procedures for record maintenance
- Understand the course submission and certification process

As part of our commitment to Quality Assurance, Total maintains an online registry of all approved Training Centre's, and all Authorized Instructors (both current and past). This ensures compliance of those Instructors and the organizations it authorizes to teach and issue employee safety certificates.

1. Ensure compliance with the Training Standards
2. Ensure acceptable course delivery and examination
3. Ensure that instructors are competent
4. Ensure the maintenance of course training
5. Ensure the maintenance of instructor certification records



ONLINE TRAINING



As a resource for our customers, we have provided a platform that can manage the online training needs for your workforce. Our system keeps track of your workers progress, allows them to print their own certificates, and provides them with a place where they can work at their own pace to get the training completed in a timely manner.

<https://www.totalonlinetraining.ca/>

Online training is useful for training your employees to understand general safety knowledge or specific skills. The key is to make it simple, understandable, and engaging in the absence of an instructor.

Computer based training is an effective means of providing safety education and skills training and today's employees are comfortable with technology and more likely to enjoy using digital technology for learning.

Industrial/Construction Safety Training

WHMIS 2015/GHS Awareness- Confined Space Entry and Rescue Awareness-Lock Out Tag Out Awareness- Hazard and Risk Assessment- Transportation of Dangerous Goods (TDG) Awareness- Worker Health and Safety Awareness- Risk Assessment and Management- Team work and Team Building- Team Building for Managers- Respect in the Workplace- Safety in the Workplace- Virtual Team Building and Management- Workplace Violence- Workplace Diversity- Universal Safety Packages- Train the Trainer- Sensitivity Training- Measuring Results from Training- Office Health and Safety- Health and Wellness at Work

Administrative Skills

Accountability in the Workplace- Administrative Office Procedures- Administrative Support- Archiving and Records Management- Basic Bookkeeping- Business Writing- Collaborative Business Writing- Executive and Personal Assistants- Meeting Management- Organizational Skills- Social Media In The Workplace- Supply Chain Management

Career Development

Assertiveness and Self-Confidence- Communication Strategies- Creative Problem Solving- Developing Creativity- Digital Citizenship- Entrepreneurship- Interpersonal Skills- Learning Essentials- Negotiation Skills- Personal Branding- Project Management- Telework and Telecommuting- Ten Soft Skills You Need- The Cloud and Business- Time Management- Women in Leadership

Human Resources

Business Succession Planning- Contract Management- Crisis Management- Developing a Lunch and Learn- Diversity and Inclusion- Employee Onboarding- Employee Recruitment- Employee Termination Processes- Generation Gaps- Health and Wellness at Work- Hiring Strategies- Human Resource Management- Managing Workplace Harassment- Measuring Results From Training- Millennial Onboarding- Office Health And Safety- Sensitivity Training- Talent Management- Train-The-Trainer- Universal Safety Practices- Workplace Diversity- Workplace Harassment- Workplace Violence-

Personal Development










Adult Learning Mental Skills- Adult Learning Physical Skills- Anger Management- Attention Management- Being A Likeable Boss- Critical Thinking- Emotional Intelligence- Emotional Intelligence at Work- Goal Setting and Getting Things Done- Improving Mindfulness- Improving Self-Awareness- Increasing Your Happiness- Job Search Skills- Life Coaching Essentials- Managing Personal Finances- Managing Workplace Anxiety- Personal Productivity- Public Speaking- Social Intelligence- Social Learning- Stress Management- Taking Initiative- Trust Building and Resilience- Work-Life Balance

Sales and Marketing

Body Language Basics- Call Center Training- Coaching Salespeople- Contact Center Training- Creating a Great Webinar- Employee Recognition- Event Planning- High Performance Teams Inside the Company- High Performance Teams Remote Workforce- In Person Sales- Internet Marketing Fundamentals- Marketing Basics- Media And Public Relations- Motivating Your Sales Team- Multi-Level Marketing- Overcoming Sales Objections- Presentation Skills- Proposal Writing- Prospecting and Lead Generation- Sales Fundamentals- Servant Leadership- Social Media Marketing- Telephone Etiquette- Top 10 Sales Secrets- Trade Show Staff Training

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 New Courses Added Monthly by Subject Matter Experts	 Monthly Subscriptions Available	 Bundles Available / Assign Courses to Personnel
 Average Duration 1 hr.	 Unlimited Exam Attempts	 Digital and Printable Certificate Always Available in Your Portal
 Most Courses Valid for Three Years Upon Completion*	 Self-paced and Available 24/7	 Available and Playable On All Devices
 Permanent Record of Training Available in Your Portal	 Ebook and Resources Available with Most Courses*	 Best Prices and Customer Support

Supervisors and Managers

Budgets and Financial Reports- Coaching and Mentoring- Conducting Annual Employee Reviews- Developing New Managers- Employee Motivation- Facilitation Skills- Knowledge Management- Leadership And Influence- Lean Process And Six Sigma- Manager Management- Middle Manager- Office Politics For Managers- Performance Management- Self-Leadership- Supervising Others- Team Building Through Chemistry- Virtual Team Building And Management

Workplace Essentials

Appreciative Inquiry- Business Acumen- Business Ethics- Business Etiquette- Change Management- Civility In The Workplace- Conflict Resolution- Customer Service- Customer Support- Cyber Security- Delivering Constructive Criticism- Developing Corporate Behavior- Handling a Difficult Customer- Networking Outside the Company- Networking Within the Company- Respect in the Workplace- Risk Assessment and Management- Safety In The Workplace- Team Building For Managers- Teamwork And Team Building

Microsoft Essentials

Access 2016 Essentials- Outlook 2016 Essentials- PowerPoint 2016 Essentials- Word 2016 Essentials- Word 2016 Expert

COURSE DEVELOPMENT

- ✓ Does your business need fully customized safety courses and training?
- ✓ Do none of the current safety course offerings fit your needs?

We will incorporate materials and information related to the work you do. Custom training is more engaging because employees see the relevance and applicability of what they learn.

Training courses are developed with the goal of improving the health and safety knowledge, skills, and abilities of the participants and influencing a safety conscious attitude in the performance of their jobs.

Course development includes:

- ✓ Conducting a course needs analysis
- ✓ Documenting training objectives
- ✓ Determining course design
- ✓ Developing training content
- ✓ Determining training course delivery requirements, including criteria for completion
- ✓ Developing evaluations

Training course materials are system dependant and will include:

- ✓ Instructor Guide
- ✓ PowerPoint Presentation
- ✓ Student Guide



EQUIPMENT SALES

We all know the importance of delivering effective safety programs, but the products you use during demonstrations and practical skill development as well as in day-to-day operations plays a critical role in promoting safety and preventing injuries.

We have available the equipment that will protect your participants and employees while they are in training and while they are on the job. For more information visit the Rescue Shop.

<https://totalrescueshop.ca/>

Contact us: 1 888 RESCUE+ | info@totalrescue.ca

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EYOLF
DBI SALA
PETZL