Design Document

Training Title: Risk Management Training

Business Goal and Problem	The goal of this training is to ensure that Urban Oasis Residences can pass an OSHA inspection at any time. Urban Oasis Residences is a complex of 3 mid-rise apartment buildings in the neighborhood of Center City in Philadelphia, PA. Currently, members of the management team are not enforcing safe operations because they don't know them. Employees are working with toxic materials in an unsafe manner, handling equipment that could cause severe injury and often not using the appropriate PPE where there is potential exposure to bloodborne pathogens. Further, the management team is not documenting any of this because they don't know what needs to be recorded and how. These operational gaps were discovered during an OSHA inspection earlier in the year, when Urban Oasis was cited for 3 violations resulting in $48,393 in fines. This training will enable Urban Oasis to run safely with minimized risk to people, property and business.
Target Audience	The Management Team at Urban Oasis Residences, currently 3 people who oversee operations at the apartment complex, including repairs and maintenance. Their work experience includes customer service and office management, but they each have less than 2 years of property management experience.
Learning Objectives	Terminal LOs: After this course, a manager will be able to: 1. Communicate chemical hazards to staff in accordance with the OSHA Hazard Communication Standard. 2. Follow protocols to protect residents, workers and staff from contact with potentially hazardous energy sources. 3. Minimize exposure to bloodborne pathogens. 4. Maintain proper documentation of trainings, hazards, and any incidents. Enabling LOs: After this course, a manager will: 1.

	-interpret label system on chemical containers -communicate to staff about hazardous chemical materials they use -keep inventory of chemically hazardous materials -write and regularly review written plan 2. -inventory energy sources -oversee the lockout/tagout on necessary equipment -ensure that Authorized and Affected employees and contractors have the necessary training 3. -identify potential bloodborne hazards -identify employees with roles that carry higher risk -communicate these hazards to employees and contractors -create a written Exposure Control Plan in case of exposure -train employees -offer HBV vaccine -investigate any exposures swiftly 4. -determine procedure for documenting incidents and for storing this data safely -keep records of all trainings -keep records of all assessments -display required OSHA forms and posters
Training Recommendation	Delivery Method: E-learning Course developed in Storyline 360 Managers can take at their own pace and time, having substantial interaction with the new material, and a way to easily review throughout the course. Approach: Use of continuous scenario focusing on key areas in which managers have to take action 3 Knowledge checks that allow the learner to apply the new information in each of the sections on hazards 1 Final Performance-based Assessment
Training	Estimated seat time is 25 minutes

Time	
Deliverables	Storyline e-Learning Course Voiceover narration and script Storyboard Published SCORM Files Job Aid
Training Outline	Welcome and Introduction ● Navigation ● Introduction of Scenario Hazardous Chemical Communication ● Hazard Communication Standard to communicate to staff about chemical safety ○ Inventory of materials ○ Hazardous chemical labeling system ■ What to do if there is no label ○ Safety Data Sheets (SDS) ○ Information and training programs ○ Written hazard communication plan ● Knowledge Check ○ Learner demonstrates appropriate roles for the manager in communicating about hazardous chemicals Hazardous Energy Sources ● Defining hazardous energy ○ Types of Energy ● Inventory of energy sources ● Lockout/tagout procedures on necessary equipment ● Authorized vs Affected employees ○ Authorized: conducts lockout/tagout ○ Affected: handles machinery but does not conduct lockout/tagout ● Training ● Knowledge Check ○ Learner demonstrates understanding of who is allowed to access equipment with potentially hazardous energy

	Bloodborne Pathogens ● Potential hazards ○ Identification of hazards ○ Identification of higher occupational exposure ■ Inform these employees of higher risk ■ Offer HBV vaccine ● Exposure Control Plan ○ Train employees ○ Prevention: Provision of sufficient PPE and handwashing facilities ○ Post-exposure: Evaluation of medical status and circumstances, swift investigation ● Knowledge Check ○ Learner identifies the appropriate PPE to minimize exposure to bloodborne pathogens Record Maintenance ● Staying updated on Occupational Safety and Health Administration (OSHA) reporting requirements ○ Maintaining records of all trainings and written assessments ● Recording incidents ○ Procedure for documenting incidents and for storing this data safely ■ Injury and illness records for the past five (5) years ■ Medical and exposure records ● Required display of OSHA forms and posters: ○ OSHA Form 300A (Feb. 1 – Apr. 30) ○ OSHA poster Summary ● Three key steps for all hazards: Identify hazards, identify impacted employees, and conduct training Assessment
Assessment Plan	Level 2 Assessment: ● Knowledge Checks (ungraded) at the end of most sections with 1-2 attempts allowed for each and optional Review slides available to learners. ● Scenario-based, five question quiz at the end with 80% correct answers needed to pass. Learners have unlimited attempts and the chance to review their answers before retaking.

	• These five questions will place learners at important decision points related to minimizing risk in the areas of chemicals, energy and bloodborne pathogens, as well as ask them to recall record-keeping requirements. Level 3 Assessment: • Interviews with managers to record whether they have taken all the actions required to be "OSHA-ready" in the areas of Hazardous Chemicals, Hazardous Energy, Bloodborne Pathogens and Record-Keeping. • Ultimately, an OSHA inspection that results in zero fine-bearing violations will demonstrate whether managers were able to take the proper actions to minimize risks to employees.