

HAI Group Online Training Policyholder Course Listing

Effective March 12, 2021

Course availability and prices are subject to change

Course Title	Course Description
<p>Advocacy 101 - Adding Your Voice to the Conversation</p>	<p>Course Description: This HAI Group course introduction to advocacy course offers a planning framework for building and implementing a successful advocacy plan in your agency. The I.D.E.A. approach begins with identifying objectives, and moves on to designing action steps including forming a team, researching your audience, developing winning messages, and building an advocacy calendar. Next you will learn how to engage your advocacy plan, exploring effective message delivery techniques. Finally you will learn how to assess your progress and adjust your plan for success. Role plays and an Advocacy Planning and Reference Guide are featured to reinforce key learning points. Duration: 2 Hours.</p> <p>Audience: Housing agency executives, management, supervisors, and interested employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify objectives for your advocacy efforts - Design action steps including forming a team, researching your audience, developing messages, and building an advocacy calendar - Engage your plan by identifying effective message delivery techniques - Assess your progress and make adjustments to your advocacy plan
<p>After the Fire - Informative Short</p>	<p>Course Description: This HAI Group course will provide you with an understanding of the actions that should be taken immediately following a fire and the potential risks that can exist as a result of fire damage. Cover the immediate and long-term risks that can include poor health conditions, civil suit, and additional losses to your property. Duration: 10 Minutes.</p> <p>Audience: All housing office staff, security and maintenance staff</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify the safety concerns present after a fire - Learn the recommended procedures to follow after a fire - Gain a better understanding of how a fire department responds to a fires
<p>Auto Safety - Safe Driving is No Accident</p>	<p>Course Description: This HAI Group course identifies the major causes of accidents, risks, associated costs, as well as the principles of auto safety including auto safety controls, driver screenings, safe driving practices, vehicle inspections and preventative maintenance, and accident reporting. Duration: 1 Hour 15 Minutes.</p> <p>Audience: Risk managers and professionals, and any employee who drives a vehicle for the agency</p> <p>Learning Objectives:</p>

	<ul style="list-style-type: none"> - Recall the major causes of accidents, risks, and associated costs - Examine auto safety controls - Recognize driver screening and selection practices, the importance of driver safety training, and vehicle-use policies and procedures - Apply safe driving practices, including the five keys to safe driving, and backing safety - Recall important facts and safety tips about driving a fifteen-passenger van - Implement accident reporting procedures, investigations, and forms
<p>Avoiding Litigation – Defense Attorney Panel</p>	<p>Course Description: In this HAI Group webinar collection, join our panel of defense attorneys, claims, and risk professionals as they share vital information on handling claims against public and affordable housing providers.</p> <p>Our previously recorded Housing Authority Defense Attorneys (HADA) conferences covers such topics as: the disclosure of information on a job application, criminal charges and arrest records, what to consider when making a hiring decision, the impact that employment practices have on public housing, premise liability, civil rights, discrimination, medicare compliance, as well as recent case laws and their impact on public housing.</p> <p>From across the country, our group of experts include plaintiff and defense attorneys, insurance and claim examiners, and public housing executives.</p> <p>Walk through several case scenarios with the panel to determine the best path forward for organizations to avoid liability and adhere to proper compliance. Duration: 7 Hours and 30 Minutes.</p> <p>Audience: Executive managers, defense counsel, claims professionals, risk managers, human resources employees, HAI Group members</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Examine common case scenarios that open housing authorities to risk, claims, and liability - Explore the possible outcomes of these scenarios and what their impact can be to the housing authority - Learn from our expert panel as they discuss best practices on how to protect your housing authority from risk and liability
<p>Bed Bug Awareness</p>	<p>Course Description: This HAI Group course focuses on preventive measures and the proper treatment of a bed bug infestation as a part of an Integrated Pest Management (IPM) Plan. You’ll understand what to look for and the problem that bed bugs can cause. An important course for all property managers and housing staff. Duration: 40 Minutes.</p> <p>Audience: Property managers, maintenance supervisors and maintenance personnel</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recognize a bed bug and where they live - Identify areas where bed bugs live and what to look for - Learn preventive measures and treatment for an infestation - Understand the Integrated Pest Management (IPM) approach as per HUD - Understand the financial and emotional impact of a bed bug infestation

<p>Bloodborne Pathogens</p>	<p>Course Description: This Vector Solutions Bloodborne Pathogen Exposure Prevention course introduces the type, statistics and scope of the disease; guidelines for the clean-up and handling of potentially infectious wastes or contaminated materials; the risks associated with workers exposed to BBPs (including vaccination and reporting information); and delivers training designed to emphasize the practices of proper exposure control. The course contains specific references to OSHA regulation 29 CFR 1910.1030 with Internet links to the OSHA and CDC web sites.</p> <p>Duration: 26 Minutes.</p> <p>Audience: Housing agency managers, supervisors, and interested employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Learn the dangers posed by bloodborne pathogens - Review the steps to protect from bloodborne pathogens - Identify OSHA guidelines related to bloodborne pathogens - Employ safe and effective clean-up procedures following a possible exposure to bloodborne pathogens - Learn your workplace rights with respects to vaccinations
<p>COVID-19 - Precaution and Management</p>	<p>Course Description: COVID-19 has affected our way of life in many ways. Now that more is understood about the transmission of COVID-19 and how it impacts our communities, improved precautionary measures, coping strategies, and prevention practices are being implemented as we continue to fight the disease. This Vector Solutions course was created to equip you with important steps you can take to better ensure your safety throughout the pandemic. We'll discuss what is currently known about the coronavirus and the things you should do at home and at the work place. Duration: 56 Minutes.</p> <p>NOTE: This course does not serve as legal or medical advice, nor is it meant to be comprehensive. New information on this topic may become available since the publication of this course. Always check with your federal and local government, as well as the Centers for Disease Control and Prevention for more information.</p> <p>Audience: Interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Review the symptoms and risk factors of COVID-19 - Identify actions you should take during this outbreak at home and at the work place - Receive guidance on how to cope and respond to stress created by the COVID outbreak - Learn best practices on working remotely and how to avoid pitfalls during work-from-home transition - Review the importance of cleaning and disinfecting, as well as good hand hygiene practices - Follow recommended steps to better determine when and how you should reopen your organization
<p>Crime Prevention in Housing - Informative Short</p>	<p>Course Description: This HAI Group informative short looks at crime statistics, provides theories about why it occurs, and explains what actions can be taken to help prevent crime in your agency. Duration: 10 Minutes.</p> <p>Audience: Property and site managers, maintenance supervisors and employees, risk professionals, insurance professionals, and interested employees</p> <p>Learning Objectives:</p>

	<ul style="list-style-type: none"> - Identify information sources on crime rates and analytical trends - Explain crime prevention through environmental design Define the role that policies, courses, and culture play in deterring crime - Evaluate the multidisciplinary approach required to deter criminal activity and conduct
<p>Customer Service Basics</p>	<p>Course Description: This Nan McKay course provides information used by housing agencies to begin to master the art of customer service. Self-assessment tools to evaluate your current customer service and communication skill levels, as well as to develop a customer service policy for your agency are included. Duration: 2 Hours 30 Minutes.</p> <p>Audience: Housing agency employees, managers, and executive managers</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Apply how to begin to master the art of customer service - Utilize self-assessment tools and inventories to evaluate current customer service and communication skill levels - Recall the points of contact within your agency - Develop a customer service policy for your agency
<p>Cyber Risk</p>	<p>Course Description: This HAI Group course provides an overview of cyber risk, defines data breaches, and identifies the top security risks faced by your organization, as well as the associated liability. Strategies for assessing your current cyber risk management approach and best practices for preventing cyber-attacks and data breaches are also shared, as well as the benefits of cyber liability insurance coverage. Duration: 1 Hour.</p> <p>Audience: Executive management, supervisors, risk managers, and information technology professionals</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define cyber risk and data breaches - Identify the top security risks faced by your organization, and the associated liability - Evaluate your current risk management approach for cyber risk - Recall best practices for preventing cyber-attacks and data breaches - Recall the benefits of cyber liability insurance coverage
<p>Cybersecurity Learning Pathway</p>	<p>Course Description: Identify the top cyber security risks faced by your organization as well as protective strategies that staff members can implement to keep your organization safe. This HAI Group Learning Pathway is meant for anyone with access to the internet or email and discusses the associated liability that goes along with a cyber-attack. Cyber-attacks can come from many and oftentimes unexpected places. Assess your current cyber risk management approach and learn where, what, and how cyber- attacks happen, and what you can do to prevent them. Duration: 1 Hour 42 Minutes.</p> <p>Audience: Executive management, supervisors, risk managers, and information technology professionals</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify the top security risks faced by your organization and the associated liability - Evaluate your current risk management approach for cyber risk - Identify the types of browser threats and email fraud - Recognize the types of malware threats and understand how malware works

	<ul style="list-style-type: none"> - Understand safe practices for emailing and web browsing - Recall best practices for preventing cyber attacks
Dealing with Difficult Coworkers and Employees - Informative Short	<p>Course Description: This HAI Group informative short demonstrates interpersonal and self-management skills that empower individuals to get along with difficult co-workers and employees. Duration: 10 Minutes.</p> <p>Audience: Housing agency supervisors, management, and human resource professionals</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify the kinds of behaviors that may be unacceptable at work - Understand what happens when an employee or coworker behaves in a way that triggers a negative internal response - Recall the four steps to unhooking – a technique for freeing oneself from negative internal reactions to someone else’s poor behavior - Understand how to unhook physically, unhook mentally, unhook verbally, and unhook using a business tool
Dispute Resolution - Informative Short	<p>Course Description: This HAI Group informative short highlights concrete skills for handling disputes between residents and/or employees. Duration: 20 Minutes.</p> <p>Audience: Human resources professionals, supervisors, and employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Describe the challenges in handling a dispute between two people - Explain how to help both parties clarify their differences by separating fact vs. emotion Show how to establish ground rules for resolution - Demonstrate how to bring the parties together and help them find a solution they can live with - Define the nature of compromise, and how to track progress once resolution has been agreed upon
Equal Employment Opportunity	<p>Course Description: This HAI Group course examines recent trends in Equal Employment Opportunity Commission (EEOC) cases, and identifies new target areas for EEOC investigations such as gender identity, genetic information, and pregnancy discrimination. New recommended pre-and post-employment drug screening protocols are covered, as well as the legal ramifications of electronic discovery (e-discovery) and social media in the workplace. Policy provisions are discussed, as well as what actions to take in order to protect housing agencies including proper recordkeeping and documentation, employee training, and communication. Duration: 1 Hour.</p> <p>Audience: Housing agency employees, human resources managers, supervisors, and executive management.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Examine recent trends in Equal Employment Opportunity Commission (EEOC) cases - Identify the targeted areas for EEOC investigations this year and strategies to protect your agency - Examine the differences in pre-employment and post-employment drug screening protocols - Identify drug screening language to be included in your agency’s personnel handbook - Define electronic media and e-discovery, and identify the various types of electronic data - Examine social media issues related to the workplace
Fire Extinguisher Safety - Informative Short	<p>Course Description: This Vector Solutions course gives an overview of the fundamentals of proper fire extinguisher use. The course will review the fire triangle to show the three elements that cause fires, the five classes of fires as defined by the National Fire Protection</p>

	<p>Association (NFPA), the various types of fire extinguishers, and the “PASS” technique of fire extinguisher use. Duration: 14 Minutes.</p> <p>Audience: Housing agency maintenance employees, risk managers, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Review general fire safety rules - Understand the different fire classifications to better understand how to fight a fire - Learn fire extinguisher types to know how they are used to stop fires - Discover inspection protocol for fire extinguishers - Learn how to properly use a fire extinguisher with the PASS method - Identify the dangers when fighting a fire and how not to put yourself at risk
Forklift Safety	<p>Course Description: This Vector Solutions course provides staff members with an overview of important safety procedures to be used when operating a forklift. This course is not intended to replace hands-on training for the specific forklift that you will be using at your job. You must receive hands-on training on the safe use of the specific type and model of lift from a qualified trainer. Duration: 17 Minutes.</p> <p>Audience: Maintenance staff, Risk Management employees, property managers, and all staff with access to a forklift.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Learn the safety procedures to use when operating a forklift - Understand the training requirements to be a forklift operator - Identify the appropriate inspection and maintenance requirements
Grievance Hearings and Residents Rights	<p>Course Description: This HAI Group course focuses on preparing for and conducting grievance hearings, protecting due process, notice, reports, and avoiding legal consequences. Three mock grievance hearings will give you specific examples of the dos and don'ts of grievance proceedings. Duration: 1 Hour 20 Minutes.</p> <p>Audience: Housing agency management and hearing officers.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify which persons have a right to a grievance hearing - Learn practical tips for conducting a grievance hearing - Examine due process requirements - Apply tips for communicating and preparing for hearings - Recognize the requirements for grievance procedures
Healthy Homes in Housing	<p>Course Description: This HAI Group course is an overview of Healthy Homes, an integrated approach to healthy housing. It focuses on the relationship between health and housing, the seven principles of a healthy home, and the role that education plays in a healthy home inspection. Also examined, are the role that dust plays in children's health, and why children and the elderly are the most vulnerable to health threats in the home. Duration: 2 Hours 30 Minutes.</p> <p>Audience: Housing agency inspection employees, maintenance employees and supervisors, and management employees such as Housing Choice Voucher (HCV) managers and executive managers.</p>

	<p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall the relationship between health and housing - Apply the seven principles of a healthy home - Determine the role that education play in a healthy home inspection - Examine the role that dust plays in children’s health - Determine why children and the elderly are the most vulnerable to health threats in the home - Recall why an integrated approach to a healthy home is essential
<p>High Blood Pressure Risks and Prevention - Informative Short</p>	<p>Course Description: This HAI Group informative wellness short highlights the definition of hypertension (high blood pressure), and examines different hypertension categories as well as statistics about the impact of hypertension. Examine how hypertension occurs and the risks associated with hypertension, and identify hypertension prevention and management strategies. Duration: 7 Minutes.</p> <p>Audience: Housing agency managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define hypertension (high blood pressure) - Recall different hypertension categories, and statistics about the impact of hypertension - Examine how hypertension occurs and risks associated with hypertension - Identify hypertension prevention and management strategies
<p>Hoarding and Smoking Risks</p>	<p>Course Description: This HAI Group course examines the basis for establishing, implementing, and enforcing hoarding and smoke-free policies, identifies the risks related to hoarding and smoking, and examines strategies and tools utilized by other housing agencies across the country who have successfully implemented hoarding and smoke-free policies. This course features interviews and case studies from several housing agencies. Duration: 1 Hour 20 Minutes.</p> <p>Audience: Housing agency employees, human resources managers, supervisors, and executive management.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define hoarding and identify hoarding risks for residents and the housing agency - Develop solutions and policies to prevent and mitigate hoarding risks - Examine strategies for fair housing policy implementation and enforcement - Identify how to establish, implement, and enforce a smoke-free policy - Recall issues to consider, challenges, opportunities, and best practices - Examine practical, proven steps to take in implementing and enforcing a smoke-free policy
<p>Housing Education Series</p>	<p>Course Description: In this HAI Group education series, gain a deeper understanding of the public and affordable housing world, with our ongoing Housing Education Series. Join the Public and Affordable Housing Research Corporation (PAHRC) as they discuss the impact, outcomes, and values that affordable housing brings to families and the communities it supports. PAHRC will review different housing programs and how they operate in order to give you a better understand of housing from then to now. Duration: 55 Minutes.</p> <p>Audience: Housing professionals and interested employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall the agencies and departments that administer housing assistance programs - Learn the characteristics of the major federal rental assistance programs

	<ul style="list-style-type: none"> - Understand the key components of the MTW program and what it allows housing agencies to accomplish - Learn about the expansion of the MTW program and the resources it offers to housing agencies who are considering applying to the demonstration - Understand the history and scope of the LIHTC program - Understand how tax credits work and the stakeholders involved
<p>How To Do Routine Inspections - Informative Safety Short</p>	<p>Course Description: This HAI Group informative safety short discusses the importance of completing routine inspections, the difference between a routine inspection and an annual inspection, what to look for when inspecting the exterior of a building and grounds, and how and why to properly document inspections. Duration: 5 Minutes.</p> <p>Audience: Property and site managers, maintenance supervisors and employees, risk professionals, insurance professionals, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand the difference between a routine inspection and an annual inspection - Recall the steps for when inspecting the exterior of a building and grounds - Recall the steps involved and the frequency of inspections required to ensure the safety of playgrounds
<p>How To Prevent Housing Scams - Informative Short</p>	<p>Course Description: When searching for your new home, protect yourself from becoming a victim of a Section 8 or affordable housing scam. If you are researching housing on the internet, you must be aware of several possible traps. Learn what to avoid by watching this HAI Group informative short video on housing scam prevention. Duration: 4 Minutes.</p> <p>Audience: Resident Services Coordinators, Eligibility and Occupancy Specialists, supervisors, and employees to use as a resource to share and discuss with applicants and residents.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Learn how to identify and report online housing scams - Discover some common scams like unnecessary application fees, data collection scams, deposit payment scams, and voucher purchase scams
<p>How to Report and Investigate Incidents - Informative Short</p>	<p>Course Description: This HAI Group informative safety short discusses the importance of incident investigation, the risks that incidents pose to housing agencies, the importance of completing incident reports in a timely manner, how and why to properly document incidents with photographs, and which paperwork to use to report an incident to the proper channels. Duration: 5 Minutes.</p> <p>Audience: Property and site managers, maintenance supervisors and employees, risk professionals, insurance professionals, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand the risks that incidents pose to housing agencies - Recall the purpose of completing incident reports in a timely manner - Recall strategies for properly documenting incidents with photographs - Recall the proper paperwork to use to report an incident
<p>HVAC Maintenance Basics</p>	<p>Course Description: There are several routine preventive maintenance tasks required to maintain indoor air quality and keep a building's heating and cooling systems running efficiently. Cover basic filter replacement best practices, v-belt replacement and alignment procedures, coil cleaning steps, basic lubrication techniques, and how to perform daily readings in this Vector Solutions</p>

	<p>course. Duration: 30 Minutes.</p> <p>Audience: Maintenance, Facilities and Risk Management related employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand basic filter replacement best practices - Learn basic v-belt replacement and alignment procedures - Review basic lubrication and cleaning coil techniques - Learn how to perform readings
<p>Is MTW Right for Your Agency? - Informative Short</p>	<p>Course Description: This HAI Group informative short explains the pros and cons of MTW participation, including how to justify the agency's decision to apply, or not to apply for MTW status. The full MTW Guide course can be found here. Duration: 12 Minutes.</p> <p>Audience: Executive management, supervisors, housing agency employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Summarize the pros and cons of MTW participation - Analyze pros and cons of MTW participation in light of their own agency's strengths and challenges - Justify their agency's decision to apply or not apply for MTW status
<p>Kitchen Fire Safety - Informative Short</p>	<p>Course Description: This HAI Group informative short highlights the common risks, facts, and prevention tips for kitchen and cooking fire safety. Duration: 5 Minutes.</p> <p>Audience: Housing agency maintenance employees, risk managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall the risks associated with cooking fires - Examine important facts related to kitchen safety and cooking fire safety - Identify prevention methods and safety tips
<p>LeadingAge Housing and Health Care Partnership Toolkit - Informative Short</p>	<p>Course Description: This HAI Group informative short examines the mutual benefits affordable housing and healthcare partnerships can contribute to housing providers, healthcare providers, and residents. It discusses ways to identify and cultivate prospective partners and lays the framework for how to structure and implement the partnership. Duration: 12 Minutes.</p> <p>Audience: Housing agency managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Examine the benefits that housing and healthcare partnerships can provide housing and healthcare providers - Identify techniques to find and cultivate healthcare partnerships - Determine how to structure and implement housing and healthcare partnerships
<p>Legal and Effective Employment Practices</p>	<p>Course Description: This HAI Group course outlines proactive prevention methods and strategies that housing agencies can implement to defend themselves against possible employment lawsuits. This course also features two case studies. Duration: 1 Hours.</p> <p>Audience: Housing agency supervisors, management, and human resource professionals.</p>

	<p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify practices that expose housing organizations to claims alleging wrongful employment practices - Understand the essential policies that should be in place to reduce the likelihood of claims alleging wrongful employment practices - Facilitate steps that housing leaders and managers can and should take to ensure understanding and consistent application of employment policies in order to put the organization in the strongest possible position to defend claims - Execute a plan to fortify employment practices
<p>Maintenance Risk Management</p>	<p>Course Description: This HAI Group course covers general liability as it relates to facility risk management, explains what attractive nuisances are, and describes risk management. This course also explains the differences in active and passive fire protection systems, discusses management's responsibility to minimize fire risks, provides an overview of the Life Safety Code, and lays out the components of an egress system. Duration: 30 Minutes.</p> <p>Audience: Maintenance, Facilities and Risk Management related employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define the term general liability as it applies to facility risk management - Discuss examples of attractive nuisances - Identify methods of mitigating the risk of trips and falls by nonemployees - Define risk managements - Differentiate between active and passive fire protection systems - Discuss the responsibilities management has in mitigating fire risks - Explain the concept of the Life Safety Code - Identify components of an egress system
<p>Managing the Exposures Posed by Volunteers - Informative Short</p>	<p>Course Description: This HAI Group informative short highlights the risks posed by volunteers to your housing agency and key items needed to establish a Volunteer Program to manage exposure. It features a Volunteer Program Guide and resources offered by HAI Group. Duration: 10 Minutes.</p> <p>Audience: Housing agency executives, management, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall why volunteers are important and the types of services they provide - Identify the risks posed by volunteers - Examine the key items needed to establish a Volunteer Program
<p>Microsoft Word 2016 & 2019 Training</p>	<p>Course Description: Microsoft Word is the most powerful document creation tool, used by millions of people every day. In this Vector Solutions mastery course, we'll show you everything you need to know to start harnessing the power of Microsoft Word 2016 with our Basics, Intermediate, and Advanced levels. You'll also be introduced to Word 2019. Duration: Times Vary.</p> <p>Audience: Interested employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Navigate the interface to quickly access commands, design, and insert elements

	<ul style="list-style-type: none"> - Format your document including character formatting, paragraph layout, spacing, and alignment - Apply custom list and table styles - Use advanced mail merge - Modify and use forms - Create and use macros
<p>OSHA and Workplace Safety - Exit Routes, Fire Safety, and Emergency Planning</p>	<p>Course Description: This OSHA Outreach course identifies exit safety requirements and the basic elements of exit design, the classifications of a fire and fire event preparation, as well as the basic elements of an effective fire prevention program. Fire ignition hazards, controls of flammable operations, combustibles, and safe material storage are topics also covered. Also examined are how to build, implement, and maintain an effective fire safety program, emergency planning preparation, and the key elements of an Occupational Safety and Health Administration (OSHA) required Emergency Action Plan (EAP). Duration: 4.5 Hours.</p> <p>Audience: Maintenance directors, supervisors, and employees, insurance administrators, housing managers, risk managers and personnel.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Examine exit safety requirements and steps for emergency planning - Identify the difference between ‘ingress’ and ‘egress’ and define ‘exit discharge’ - Identify the elements of fire, classifications of fires, fire detection systems, and fire response - Identify fire ignition hazards including flammables and combustibles - Recall safe material storage considerations and planning strategies - Examine responses to fire events and procedures for fire extinguishers and a fire brigade
<p>OSHA and Workplace Safety - Introduction and Hazard Communications</p>	<p>Course Description: This OSHA Outreach course offers an introduction to Occupational Safety and Health Administration (OSHA) and workplace safety, including the mission of OSHA, history, why OSHA is important, and where to find OSHA regulations and statistics. Employee rights, the employer’s duty to maintain job safety and health, as well as basic recordkeeping, reporting, and training requirements are also explored. This course identifies the purpose and elements of an effective hazard communications program, OSHA standards, violations and inspections, and the requirements for Safety Data Sheets as well as chemical labeling. Duration: 3 Hours.</p> <p>Instructors: James B. Smith, OSHA Outreach Trainer</p> <p>Audience: Maintenance directors, supervisors, and employees, insurance administrators, housing managers, risk managers and personnel.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall why OSHA is important and how to find OSHA regulations and statistics - Recall OSHA history, examine the mission of OSHA, and the purpose of the OSHA Act - Examine employee’s rights and recall what employers must do to maintain job safety and health - Identify the purpose and elements of an effective hazard communications program - Recall basic record-keeping and reporting requirements - Examine OSHA standards, OSHA violations and inspections, and Safety Data Sheets
<p>OSHA and Workplace Safety - Tool and Electrical Safety</p>	<p>Course Description: This OSHA Outreach course examines Occupational Safety and Health Administration (OSHA) -mandated safety procedures related to electrical and tool safety. Understand the potential risks, and know how to take appropriate safety precautions to mitigate risk of injury and/or damage, as well as how to respond to any injuries. Additionally, examine basic electrical operational and</p>

	<p>safety practices including electrical conductors, grounding, and uses of various types of cords/wiring. This course also analyzes types of tools, safe tool design, and effective tool maintenance; tool safety including pre-planning; and employee and employer responsibilities for safety including training. Duration: 4.5 Hours.</p> <p>Audience: Maintenance directors, supervisors, and employees, insurance administrators, housing managers, risk managers and personnel.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall measures that protect workers from hazardous energy - Understand OSHA standards related to grounding and flexible cords (extension cords) Understand the importance of spark resistant tools - Apply general safety guidelines for hand and power tools, and examine training requirements - Describe employer responsibilities related to employee-owned or supplied tools - Recall simple ways to prevent tool-related injuries and examine planning for tool use
<p>OSHA and Workplace Safety - Walking, Working Surfaces, and Personal Protective Equipment</p>	<p>Course Description: This OSHA Outreach course identifies Occupational Safety and Health Administration (OSHA) -mandated safety procedures for effectively guarding floors and wall openings; identifies various types of ladders, their uses, and keys to proper maintenance; and examines the key aspects and optimal design of stairway handrails and guard rails. In addition, learn how to implement critical fall prevention and fall protection measures; and identify the types of PPE, uses, training, documentation, and application procedures. Duration: 4.5 Hours.</p> <p>Audience: Maintenance directors, supervisors, and employees, insurance administrators, housing managers, risk managers and personnel.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify employer and employee responsibilities related to PPE - Recall some causes of major bodily injuries in the workplace - Identify some of the keys to job evaluation - Examine regulations that address holes, and floor and wall openings, and stairways - Examine ladder care and maintenance - Identify measures you can take to prevent fall exposures - Recall the definition of a Personal Fall Arrest System (PFAS)
<p>Performing Senior Needs Assessments Webinar</p>	<p>Course Description: This Housing Authority of the City of Austin webinar discusses the benefits of performing senior needs assessments. The Housing Authority of the City of Austin, Texas shares their experience performing senior needs assessments, describes how they use the results, and offers advice for other housing agencies. Duration: 1 Hour.</p> <p>Audience: Housing agency employees and service coordinators</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Develop a strategy for conducting senior needs assessments - Recall key areas to include in your senior needs assessments - Identify how senior needs assessments can be used to help your housing authority

<p>Personal Management - Informative Short</p>	<p>Course Description: This HAI Group informative wellness short highlights the definition of personal management, and identifies the risks associated with a high stress or high anxiety lifestyle. Examine the major causes of stress, signs, and symptoms, as well as prevention methods and personal management strategies. Duration: 7 Minutes.</p> <p>Audience: Housing agency managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define personal management - Recall the risks associated with a high stress, high-anxiety lifestyle - Examine the major causes of stress, signs, and symptoms - Identify prevention methods and personal management strategies
<p>Practitioners' View of Housing Development</p>	<p>Course Description: Tune in to this monthly LIVE HAI Group web series to explore the multi-faceted world of housing development, and gain a basic understanding of the development life-cycle, strategies, and tools that can influence your next steps towards implementation. Practitioners share their experiences and best practices, and answer your questions .Future topics include how to assemble resources, align partners, staff, and the community, assessing viability and feasibility, and the advantages of implementing energy improvements in redevelopment. Perfect for all levels of experience. PLUS, exclusively on HTVN, receive additional bonus content not shared during our live broadcast, along with access to previously recorded episodes. Duration: Times Vary</p> <p>Audience: Executive directors, CFOs, asset managers, and property managers</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall strategies and best practices for evaluating your portfolio - Examine different tools and options for funding and conversions - Gain insight on changes to consider for your properties
<p>Preventing Cooking Fires</p>	<p>Course Description: This HAI Group course is designed as a ‘train the trainer’ for housing agency employees to learn and teach residents about the risks, impacts, and prevention of cooking fires. The course offers cooking safety tips and key prevention strategies to help keep residents safe, as well as flyers, posters, and other materials to share with residents. Duration: 1 Hour.</p> <p>Audience: Housing agency employees and residents.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand the impact of residential cooking fires - Identify the issues, locations, times, and persons associated with cooking fires - Recognize risky behavior that can lead to cooking fires - Identify and implement key cooking fire prevention strategies - Instruct residents on how to contain/extinguish a small cooking fire and communicate safe cooking practices to residents
<p>Preventing Ice Risks</p>	<p>Course Description: This HAI Group ‘train the trainer’ course examines the risks posed by ice and cold weather to people, surfaces, systems, and structures including health effects, snow and ice conditions, freezing pipes, ices dams, and more. Prevention methods are identified to mitigate these risks, protect your agency, and to teach residents how to protect themselves and their homes from ice-related risks. Duration: 1 Hour.</p>

	<p>Instructors: Melanie Herman, Executive Director, Nonprofit Risk Management Center</p> <p>Audience: Housing agency employees including maintenance, management, and property managers.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Examine the latest weather trends and effects on vulnerable persons - Identify hazardous conditions and symptoms of distress caused by cold weather/ice - Facilitate appropriate, preventive measures to be taken prior to cold weather conditions - Recall the importance of monitoring weather conditions - Instruct residents on how to protect themselves and their homes from ice-related risks
<p>Process Improvement</p>	<p>Course Description: A process is a series of events, activities, decisions, or tasks that transform inputs into outputs. In this Vector Solutions course, we'll discuss how to select, monitor, and improve upon processes to provide your products or services accurately and on time. You'll learn how to determine what is required for a process to improve, as well as how to measure progress within your process.</p> <p>Duration: 30 Minutes.</p> <p>Audience: All employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Define process improvement - Identify process gaps and opportunities for process improvement - Recognize customers and suppliers served by a particular process - Learn ways to determine specific needs of customers and establish customer expectations - Review how to analyze a process and implement solutions - Determine how to measure and monitor the progress of a process
<p>Property Manager Basics</p>	<p>Course Description: This HAI Group course explains what new property managers can expect in their role. It looks at responsibilities, property-based management principles, personnel issues, maintenance functions, procurement, lease enforcement, resident relations, risk management, computer operations, and accounting. Duration: 4 Hours.</p> <p>Audience: Property managers, human resources managers, supervisors, and executive management.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall the basic responsibilities of property managers - Examine how to develop a financial report which focuses on income and expenses - Define inventory, petty cash, and procurement of fixed assets - Examine insurance, emergency procedures, and resident services - Create and implement a marketing campaign - Increase the agency's lease-up efforts and conduct a successful leasing strategy
<p>Resident Unit Safety (Train the Trainer)</p>	<p>Course Description: This HAI Group course is designed as a 'train the trainer' course, which highlights key issues in resident unit safety. It is designed for housing agency employees to use as a tool to educate residents on the impact of various safety issues, and to identify risky behaviors that may threaten the health and safety of residents. The course also highlights appropriate prevention methods that mitigate risks. Duration: 3 Hours.</p>

	<p>Audience: Housing agency employees. Including presentation and supporting materials geared towards educating residents.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Practice appropriate use and behavior around oxygen therapy - Apply safety precautions for the prevention of smoking and cooking-related fires - Apply appropriate cleaning techniques for prevention of clutter, pests, and mold - Recall the role of policies, programs, and culture in preventing crime - Identify the role and responsibilities of an effective fire warden
<p>Risk Management Fundamentals</p>	<p>Course Description: This HAI Group course provides an overview of the risk management process, business continuity planning and crisis management training and tools, as well as introduce the benefits of partnership between HAI Group and its members. Completing this course can improve an agency’s risk factors, and help them develop a risk management process that works. Duration: 2 Hours.</p> <p>Audience: Executive Directors, Risk Managers, Asset Managers, and Property Managers</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Summarize the risk management process - Recognize the benefits of risk management - Describe business continuity planning and crisis management - Identify how to maximize your HAI partnership - Outline the claims process - Review effective risk communication - Define resident risk management strategies
<p>Sensitivity Awareness</p>	<p>Course Description: This Vector Solutions course provides all employees with an increased awareness about the unique opportunities and challenges involved in working with others. You will cover the topics of self-awareness, self-monitoring and perception, emotions, listening skills, and receiving and giving feedback. Duration: 34 Minutes.</p> <p>Audience: All employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand how self-awareness and self-monitoring increase your sensitivity to others - Learn the value of managing your emotions and your perceptions of others - Know the behaviors that promote effective listening - Receive how to receive and give feedback effectively
<p>Slips Trips and Falls Prevention - Informative Short</p>	<p>Course Description: This HAI Group informative short examines slips, trips, and falls including how and why they occur, facts about slips, trips, and falls, contributing factors, prevention, and safety tips. Duration: 5 Minutes.</p> <p>Audience: Housing agency maintenance employees, risk managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall how and why slips, trips, and falls occur, and facts about slips, trips, and falls - Examine contributing factors

<p>Solving Difficult Resident Situations</p>	<ul style="list-style-type: none"> - Identify prevention methods and safety tips <p>Course Description: This HAI Group informative short discusses how to recognize and handle challenging situations involving residents. With this step-by-step guide to dealing with complaints and different personalities, listening and reflecting are just two of many tips to handle these type of situations with poise. Duration: 14 Minutes</p> <p>Audience: Executive management, property managers, and site management</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recognize a difficult resident situation - Summarize best approaches to deal with difficult resident situations - Create and develop a plan to work through the difficult resident situation - Practice dealing with difficult resident situations through role playing
<p>The MTW Guide - Formulating Strategies for Successful Participation</p>	<p>Course Description: This HAI Group course provides the steps to successful participation in MTW, using the MTW flowchart for guidance, and reviews the benefits and challenges of participation. In addition, the statutory objectives are introduced and reinforced throughout this course. Duration: 2 Hours.</p> <p>Audience: Executive management, supervisors, housing agency employees</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Identify the three statutory objectives of the MTW program - Describe the minimum requirements for participation - Summarize the pros and cons of MTW participation - Explain the importance of vision in crafting a MTW Plan and building support for that plan - Identify critical stakeholder groups <ul style="list-style-type: none"> and propose ways to involve these groups in developing the MTW Plan - Anticipate which activities might be controversial or difficult to implement - Quantify the resources necessary to implement your initial activities successfully - Generate baseline data and understand how an activity fits within the existing MTW metrics - Differentiate between the four MTW research cohorts - Formulate what resources you will need to respond to the Request for Application
<p>The Risks of Radon Exposure</p>	<p>Course Description: This HAI Group course is an overview of radon, what it is, where it is located, and how it impacts health and housing. It focuses on the two critical variables that affect indoor radon’s impact on health, how many people are estimated to die annually from exposure to radon, as well as how many homes in the US have radon gas levels over the federal action level. Duration: 2 Hours.</p> <p>Audience: Housing agency inspection employees, maintenance employees and supervisors, and management employees such as Housing Choice Voucher (HCV) managers and executive managers.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall what radon is and where radon comes from

	<ul style="list-style-type: none"> - Identify and compare different radon testing methods - Recognize the two critical variables that affect indoor radon’s impact on health - Recall ways to safety and effectively remove radon from a home - Recall how many homes in the US have radon gas levels over the federal action level - Recall US Department of Housing and Urban Development (HUD) guidance on radon in housing
<p>Winter Safety Driving</p>	<p>Course Description: This Vector Solutions course outlines the special considerations for employees driving in inclement winter weather and includes real world driving scenarios to help keep you and others safe when driving in snow and/or ice. Whether you are a professional or nonprofessional driver, this course reviews the hazards of winter driving, covers strategies for avoiding winter driving accidents, and identifies physical limitations of vehicles as they relate to winter driving. Learn more about black ice, skid avoidance, tire pressure during winter months, and more, with our Winter Driving Safety course. Duration: 15 Minutes.</p> <p>Audience: Housing agency maintenance employees, risk managers, supervisors, d interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Understand your vehicles limitations - Learn strategies for winter driving conditions - Determine how to steer, brake and accelerate in winter conditions
<p>Winter Safety Snow Removal - Informative Short</p>	<p>Course Description: This HAI Group informative short highlights important tips and information pertaining to winter safety and snow removal. Key topics covered in this informative short include snow removal, shoveling, and plowing safety tips. Duration: 5 Minutes.</p> <p>Audience: Housing agency maintenance employees, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall snow removal safety information and tips - Identify the risks posed by winter weather and snow removal - Examine shoveling safety tips and plowing safety techniques
<p>Winter Weather Advisory - Preparing Your Agency</p>	<p>Course Description: This HAI Group course examines how to prepare your agency for winter weather, with an emphasis on the risks posed by vacant units and vacant buildings. Discover the causes and risks posed by ice dams, removal techniques, and prevention methods. Identify slips, trips, and fall hazards and prevention methods, as well as winter driving safety tips. Duration: 35 Minutes.</p> <p>Audience: Housing agency maintenance employees, risk managers, supervisors, and interested employees.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> - Recall the importance of preparing your agency for winter weather - Identify the risks posed by vacant units and vacant buildings, particularly in winter months - Examine ways to prepare occupied units for winter weather - Recognize the causes and risks posed by ice dams, removal techniques, and prevention methods - Identify slips, trips, and fall hazards and prevention methods - Recall winter driving safety tips - Identify ways to secure and maintain the security of vacant units

**Winter Weather Hazards
Webinar**

Course Description: This **HAI Group** webinar will cover winter weather hazards and safety as well as best practices for housing agencies to follow. The course will begin with an overview of winter weather and will transition into common property and liability exposures during the winter months. **Duration: 45 Minutes.**

Audience: Executive Directors, risk managers, facility managers, property managers, and all housing professionals.

Learning Objectives:

- Review winter storm preparation, including emergency planning, documentation, and policies/procedures
- Identify best practices to mitigate common exposures