

## ONLINE SAFETY CAMPUS FAQs

### How do I access the Safe Communities Canada online campus?

You can enter [www.bayofquinte.safecommunities.ca](http://www.bayofquinte.safecommunities.ca) which will take you to the Bay of Quinte Safe Communities home page. A section of the home page reads “the Safe Communities Campus.” Left click your mouse to enter the campus.

### Can anyone take the courses that are available on the Safety Campus?

Yes. Our courses are available to everyone. You do not need to be affiliated with a Safe Community or a member of an organization that supports Safe Community efforts. Any person can register for one of our courses. An organization can also purchase one or more units of any course for use by employees, volunteers, or other parties.

### How does a person or business pay for these courses?

The Safe Communities website is secure. To complete the registration process, the purchaser is asked to pay using a credit card. The credit card information is collected by the credit card company, not by Safe Communities Canada. A receipt is issued to the purchaser via email. If an organization does not wish to pay by credit card (e.g. a government department may prefer to pay through a purchase order) they can contact the Safe Communities Program Specialist at 1-855-423-4628 to discuss alternatives.

### How can the online Safety Campus benefit my local Safe Community?

20% of the total sales transaction goes directly to your local Safe Communities organization supporting health and safety programs and initiatives which directly benefit their citizens. Simply identify Bay of Quinte as your local Safe Community when prompted.

### Where do the online courses come from?

Safe Communities Canada has positive relationships with many other organizations that are dedicated to protecting the health and safety of Canadian workers and community members. The courses available on the campus have been developed by these premier health and safety organizations. They are already used by businesses, government departments and not-for-profit groups across Canada.

Each course offers successful participants a *Certificate of Completion* which can be downloaded/printed.

### What if there are questions or concerns that come up when people are taking courses?

The majority of people who register for online training will be happy with the product and will have no issues or concerns. The courses on the campus have been selected based on their quality. Most are established courses which have already been taken by participants across the country. Feedback is constantly gathered from those participants and courses are regularly updated to reflect the insights gained through this feedback

If someone has a problem completing the registration process or navigating through a course, they can get help while still online. The website offers both a phone number to call for help and the option of **LIVE CHAT**. On the Safe Communities campus, live chat links the user to the Program Specialist, as does the toll free phone number.

#### For more information contact:

Lyn at: 613-967-4693

[bayofquinte@safecommunities.ca](mailto:bayofquinte@safecommunities.ca)

[www.bayofquinte.safecommunities.ca](http://www.bayofquinte.safecommunities.ca)