



Case Study: COVID-19 Work Safe Course

Enabling Employee Safety
at Stingray



Background - The Company

Stingray Group, Inc. is a publicly traded Canadian media and entertainment company based in Montreal, Quebec, with offices around the globe. Stingray operates over 100 radio stations across Canada, reaching 7.5 million listeners every week, including those gained through the acquisition of Newfoundland and Labrador-based Newcap Radio in 2018- which included VOXM, K-Rock, Hits-FM, and other radio properties across the Country. Stingray's Newfoundland and Labrador office is located in St. John's, and currently has over 60 employees, including on-air talent, sales, marketing, and administrative staff.



The Challenge

Like all businesses, the operational challenges resulting from the COVID-19 global pandemic were significant for Stingray, and for the Newfoundland and Labrador operation where the employee base needed to maintain effective operation of the radio stations and related sales, marketing, and operational activity in a safe and secure fashion. While remote operations and working from home worked for some Stingray employees, the day-to-day radio operation required a return to the office for most radio staff, and this required a safety plan, ideally with COVID-19-safety insights from subject matter experts.

Company: Stingray (Newfoundland and Labrador)

Challenge: Ensuring a safe workplace for employees and visitors requiring access to the office in the midst of COVID-19

Solution: The COVID-19 Work Safe course via SkillsPassNL offered an easy and effective workplace safety augment to Provincial safety guidelines and corporate policies

Outcomes: Stingray management mandated the online training tool for all employees, resulting in over 60 course completions and a clear indication that the company took appropriate steps to mitigate risk, and ensure the safety of its employees, customers, and visitors.

The Value: "The COVID-19 Work Safe course was a critical augment to our return to work plan, and its availability within the SkillsPassNL.com platform made it easy to access, assign to our employees, and most importantly, track progress and completions"
- Karla Green, Business Manager, Stingray Newfoundland and Labrador

The screenshot displays the SkillsPassNL Worker Search interface. The main view shows a table of workers with columns for Workers, SkillsPass ID, Total Count, and COVID-19 Work Safe - Best Practices. A search bar is visible at the top. An inset window shows a detailed view of a certificate for 'COVID-19 Work Safe - Best Practices' issued by ServiceNL. The certificate status is 'Certified' and the completion date is 2020-08-02. Below the certificate, a table lists individual workers with their details.

Last Name	First Name	SkillsPass ID	Email Address	Phone Number
...	...	C7GSMJ	...@stingray.com	...
...	...	YHVB7	...@outlook.com	...
...	...	84FC85	...@gmail.com	...
...	...	8E4MHQ	...@stingray.com	...
...	...	86C25J	...@stingray.com	...
...	...	5DDJ2B	...@stingray.com	...
...	...	M382W2	...@stingray.com	...
...	...	YYK7N7	...@stingray.com	...
...	...	HZRKG3	...@stingray.com	...

The SkillsPass™ COVID-19 Training Solution

The Province of Newfoundland and Labrador was the first to announce the broad availability of COVID-19 workplace safety training for employers and employees, and its rapid deployment was made possible by the Province's previous investment in, and adoption of Bluedrop Learning Network's flagship SkillsPass training platform- launched in the Province under the SkillsPassNL moniker. The solution delivers and validates training, skills, and credentials across large multi-stakeholder environments, and has been designed to exceed the highest government standards for individual privacy and data security.



The [COVID-19 Work Safe Course](#) was launched on the SkillsPassNL platform in July 2020 following an announcement by the Chief Medical Officer of Health for Newfoundland and Labrador. The interactive online training course was developed under the guidance of several noted national experts, including Canada's former Deputy Chief Public Health Officer. The course was added to SkillsPassNL platform after being tailored and localized with support from experts from the NL Department of Health and Community Services, Digital Government and ServiceNL and WorkplaceNL.

The Analysis & Adoption

As part of the rollout and adoption effort put forth by the Province to encourage all employers and employees to complete the course, the SkillsPass customer success team reached out to Stingray knowing the COVID-19 training would be a good fit for their operation. Upon review, the Stingray team saw that the course would indeed support their back-to-work safety plan, and they were attracted to the ease of use of the SkillsPass platform, along with the format of the course itself. "It was engaging and interactive, and it was being offered via the Province and built in consultation with leading experts which was very comforting as we looked for guidance in providing support for our employees" said Karla Green, Business Manager at Stingray.

In terms of the actual content, the Stingray team was looking for confidence that they were investing staff time into the right solution. The COVID-19 Work Safe Course, being offered by the Province provided this assurance. Said Green, "we felt the content was valuable, credible, and would give everyone a foundation of shared knowledge...the consistency of a single source of information was appealing, as was the ability for us to track course completions and certifications." The decision was subsequently made by Stingray to assign the course to all employees for completion.



We felt the content was valuable, credible, and would give everyone a foundation of shared knowledge...the consistency of a single source of information was appealing, as was the ability for us to track course completions and certifications"

Karla Green
Business Manager, Stingray
Newfoundland and Labrador

The Results

In executing the training, the Stingray team worked closely with the SkillsPass customer success to onboard the organization and establish their Employer Network within the SkillsPassNL platform, allowing Stingray to easily deploy the course instructions and link to all employees to complete the course online, in their remote locations.

The SkillsPass and Stingray teams worked closely during the setup to quickly address common configuration items and enable the speedy deployment of the courseware. “Working closely with the Stingray team allowed us to address common network issues that come up when working with employer IT infrastructure and firewalls, and the collaborative approach ensured that everyone remained focused on getting the employees trained quickly,” said Victoria Blagdon, Adoption Manager with SkillsPass. With the course automatically deployed to the employee-base, course training began and management then proceeded to track daily progress towards completion within the SkillsPassNL Employer Module.



A total of 56 course certifications were awarded, with Stingray management committed to ensuring a 100% completion rate for all onsite staff, including new employees that are added to the Stingray team moving forward. And, according to Green, the Stingray employees felt that the course was insightful and helped increase their confidence in mitigating the risks of COVID-19 in the workplace. The Stingray operation was awarded with their **SkillsPass Work Safe Leader Designation** for COVID-19 workplace safety, and continues to maintain a commitment to employee safety.



About SkillsPass

The earliest version of SkillsPass was launched in 2010 by Bluedrop Learning Networks, a Canadian pioneer in e-learning technologies. After years working with a global client roster including Microsoft, Cisco, Sony, Pfizer, RBC, Dell, Fluor and Exxon-Mobil, Bluedrop identified an unmet need among small and medium sized business whose traditional approach to managing employee training left many behind.

Employees were facing a rapidly changing world where continual training was key to their livelihoods, but that world was still using outdated learning platforms that did not serve them or keep pace with technological innovations. The practice of stranding training certificates in corporate data silos was a barrier for everyone involved. Governments, regulators and industry groups who were frustrated by this outdated approach became SkillsPass' first allies.

Bluedrop made it their mission to create a learning platform that would benefit an entire workforce across a jurisdiction or an industry. Yes that means employers and their employees, but also industry groups, unions, regulators, training providers, employment centers and regulators. A 21st century learning delivery and management system would need to be ubiquitous, trustworthy, and verifiable. It would need to seamlessly follow employees as they moved around and changed jobs.

With these insights, SkillsPass was born. It has grown over the years to include five provinces, the U.S. Small Business Administration, the U.S. State Department, and numerous leading industry groups in several countries.

Today, over 2 million worker's records are housed in SkillsPass and that number is growing quickly.



VISIT www.skillspass.com

CALL 1.800.563.3638