



National Safety
Management
Society

DIGEST

Updating Members on Safety Management News

July 2009

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Welcoming Our New 2009 NSMS Members

On behalf NSMS President Roosevelt, the NSMS Executive Committee and the NSMS Board of Directors, we like to thank all members who have proactively renewed their 2009 National Safety Management Society memberships. We would also like to acknowledge, recognize and welcome the following new members to our professional organization:

- **Leah Fox** , Airfield Safety Manager – U.S. Army (Redstone Arsenal, Alabama)
- **Mark D. Lamm**, Safety and Occupational Health Specialist – Georgia Army National Guard (Dobbins ARB, Georgia)
- **Mark A. Reynolds**, Safety Coordinator – Safety Management Systems (Baton Rouge, Louisiana)
- **Julio R. Solla**, Safety Manager – MWI Corporation (Deerfield Beach, Florida)
- **Edward G. Petersen**, QHSE Superintendent – Nabors Drilling International (Houston, Texas by way of Kensington Grove, Queensland, Australia)

We appreciate your interest in furthering your skills, knowledge and abilities in the management of safety and risks, as well as your interest to networking and professional development. Welcome again to NSMS!

The ISHM “Certified Safety and Health Manager” (CSHM) Accreditation Has Been Achieved!

The vision of our early NSMS founders to develop a safety management-focused credential to recognize professional competence in safety leadership has culminated in the official accreditation of the NSMS-created Certified Safety and Health Manager credential by the Council on Engineering and Scientific Specialty Boards (CSEB). CSEB is a self-sustaining, independent body which accredits certification programs organized and operated consistent with sound credentialing practices tailored to the needs of engineering and technology specialties. CSEB is the recognized accreditation body for engineering and scientific certification and specialty certification programs for professional credentials such as the Board Certified Environmental Engineer, Certified Industrial Hygienist and Certified Hazardous Materials Manager.

Our sister organization, the Institute for Safety and Health Management (ISHM) and its Board of Directors deserve all the credit for their leadership, diligence, determination and perseverance in marshalling this monumental effort to fruition. Our CSHM credential holders deserve our gratitude for their patience as this initiative effort went through many trials and tribulations over the years. The Institute for Safety and Health Management is the credentialing organization which administers the CSHM to recognize safety and risk management professionals who, through demonstrated professional experience and the passing of a comprehensive exam, have met ISHM's requirements for mastering the safety management body of knowledge.

The CSHM credential recognizes safety and health professionals who demonstrate knowledge of health and safety management skills and techniques through examination and experience.

The CSHM certification program promotes the integration and practice of safety management principles throughout all levels and activities of an organization. In addition to technical knowledge of safety and industrial hygiene, a successful safety and health manager must possess working knowledge of a broad range of business and financial principles and an understanding of related issues such as hazard analyses, accident/incident investigations, safety audits/surveys, workers' compensation, risk management, product

safety, human factors, environmental laws, quality, and labor relations. The CSHM program is designed to provide recognition of those who can apply such a broad range of health and safety management tools. NSMS offers to be a resource and facilitator to help those interested in pursuing such a certification.

SPECIAL ADVANCED ANNOUNCEMENT:

NATIONAL SAFETY MANAGEMENT SOCIETY Upcoming Special Professional Development Workshop Tentatively – Fall 2009 Houston, Texas Area

Many emails have been coming in recommending to NSMS that we offer an interdisciplinary two-day professional development workshop that will enable safety professionals/managers sharpen their skills, knowledge and abilities in interacting with employees and company leadership. We are considering a pilot workshop beginning in the Houston, Texas area and going forth to other regions where our membership would like to have it presented. If we come to your locale or college campus, we hope this will be a more cost-effective opportunity to learn and expand your skills, knowledge and abilities (SKAs).

The tentative workshop fee (early, pre-registration) for NSMS members is \$125 and \$250 for non-members and an on-site (or late) registration of \$160 for NSMS members and \$275 for non-members (includes lunch and program materials). College students majoring in this field of study are also invited to attend (NSMS Student (Affiliate) Members workshop fee is \$100). We need a minimum of 50 attendees to cover this event. (We currently have 20 respondents) Please email us at nsmsinc@yahoo.com if you are interested in possibly attending so we can begin to establish a headcount. Thank you.

“Enhancing Safety Management SKAs: 2-Day Professional Development Workshop”

Instructor: Dr. Jeffrey Chung, CSHM CHFP – NSMS Executive Director

Day One –

- Administrative Business, Introductions and Workshop Overview
- Safety Management Principles and Practices
- Safety Attributes for Best-in-Class Organizations
- Emerging Safety and Health Issues – Aging Workforce, Green Jobs and Special Needs of Foreign Workers
- Psychology of Safety – A Behavior-based Approach; Human Performance Improvement
- Developing Effective Training/Presentation Skills
- Role of Safety Committees; Conducting/Facilitating Effective Meetings

Day Two –

- Understanding Self/Others/Your Organization – SMART Profile
- Strategic Planning Concepts and Process
- Problem Solving and Analytical Tools
- Performance Metrics for Continuous Improvement
- Corporate Communication Strategies for Safety/Risk Management Professionals
- Ethics for the Safety Practitioner and Manager
- Stress and Health Management for the EH&S Professional
- Wrap-up and Workshop Evaluation

The NSMS “Blog” is Here

Steve Geigle has created and launched the “NSMS Blog” on the NSMS website. It will allow members and others to post comments, remarks and initiate discussions about a variety of safety management topics and issues. You can participate in the Blog by going to the NSMS website (<http://nsms.us>) and look for the link on the home page along the left-hand column of navigation areas. The NSMS Blog can only thrive with the enthusiasm and expertise of its members and readership. We encourage and invite everyone who has an interest in workplace health and safety to be a part of the NSMS Blog and help create a community that helps all organizations be safer, healthier and compliant places to work.

FREE ACCESS: Online Certified Safety and Health Manager (CSHM) Educational and Exam Preparation Reference Materials

As a benefit for our current and future dues-paying members, NSMS is **permanently** offering free access to the Certified Safety and Health Manager (CSHM) preparation and educational materials. The online resources, created by NSMS member Steve Geigle, can be found at www.cshmprep.com and the only action an NSMS member needs to take is to email Steve requesting access from that website. You will need to include your current NSMS member number (found on your membership card and certificate). Once the number is verified, you will be granted a username and password to access the online reference materials. This is a great opportunity to brush up on your safety management and technical knowledge and prepare for a successful passing of the CSHM certification examination.

GAO: Labor Safety Program Is Inadequate *(By Sam Hananel, Associated Press – June 18, 2009)*

Congressional investigators say the Labor Department has poorly managed a program that allows companies with good safety records to skip routine inspections — and mistakenly allowed some businesses with serious violations to participate in it.

In a report issued Thursday, the Government Accountability Office said the agency's Occupational Safety and Health Administration lacks controls to make sure the right businesses are participating in the program.

Companies allowed into the Voluntary Protection Program are supposed to have exemplary safety and health records, no current enforcement actions, and injury and illness rates below the industry average.

Instead, the report found, OSHA officials allowed entry to some companies that didn't meet the criteria and allowed others to remain in the program even after they were cited for workplace hazards.

One site had three separate fatalities over a five-year period, yet was allowed to stay in the program.

The program, which began in the 1980s under President Ronald Reagan, was part of several efforts backed by Republicans to loosen OSHA enforcement and create a more cooperative relationship between business and government.

Under the George W. Bush administration, the program more than doubled from 1,039 work sites in 2003 to include 2,174 sites in 2008. The chemical industry made up the largest number of businesses in the program.

"Taking a hands-off approach to a voluntary enforcement program is a recipe for disaster," said Sen. Patty Murray, D-Wash., chairwoman of a Senate subcommittee on employment and workplace Safety. Murray blamed the Bush administration for "taking employers at their word" instead of focusing on enforcement.

Jordan Barab, acting assistant secretary of labor for OSHA, said the agency agreed with the GAO's recommendations. He said officials would develop new performance goals and take other actions to ensure the program is effective.

Labor Secretary Hilda Solis has promised to step up agency enforcement of health and safety rules for employers.

Don't Underestimate Office Safety Hazards: Work At Preventing Administrative

Mishaps *(By Steve Serrette, Tinker Take Off: Official Newspaper of Okalhoma City Air Logistics Center – June 19, 2009)*

It is generally accepted that in industrial work areas, you'll find dangerous work environments that expose employees to potential injury. But few people recognize the potential risks found in everyday office environments also known as administrative areas.

Office work, too, can lead to injuries if appropriate safe work practices are not followed because accidental injuries are just as painful, severe, and expensive to office workers as to Industrial workers. A safety program cannot be fully effective if there is only partial participation. A safety program that is not vigorously pursued in administrative offices probably will not be vigorously pursued in the Industrial shops. If office workers are exempt, the production workers often feel that following rules to avoid hazards is an unnecessary burden, and, perhaps, an unfair exercise of authority by management.

One reason that office safety programs are not put on the "front burner" is that far too many people believe office injuries are inconsequential — a gross and dangerous assumption. Learn to avoid these common office hazards that very often lead to injuries:

Complacency

Complacency is a prime cause of injury. It is the attitude that office accidents do not amount to much, because the average office worker does not perceive that office work is hazardous. The worker must be willing to adopt safe procedures, and be encouraged to do so. Even more important, office supervisors (the key person in the office safety program) must understand the nature of office hazards and unsafe practices and take necessary measures to reduce and manage these hazards.

Safe Handling

Musculoskeletal strains and sprains associated with material handling: If you must walk and carry an object, make sure the object is carried in a way that avoids blocking your vision. Never lift objects that are too heavy to handle comfortably. Get help, or use a hand truck when moving heavy or large objects. Lift objects from the floor correctly by using proper lifting mechanics — hold the load close to your body. Use a stool or step ladder when placing or removing items from high shelves.

Computer Use

Stress and strain associated with sitting and VDT use: Arrange your desk or work station so that your arms, wrists, legs, back and neck can be maintained in a comfortable "neutral" position, with proper back support.

Those who spend long hours at a computer should consider mastering keyboard moves, instead of relying principally on the mouse. This helps reduce strain on your elbow and shoulder. And don't forget to take rest breaks.

Cube Caution

Injuries that result from slips, trips, and falls (the most common office accident): Never run in the office. If liquids are spilled on tile or linoleum floors, clean them up immediately. If a rolling chair pad is cracked or if any part of the pad edge is curled upward, replace it and eliminate the tripping hazard. Do not lay electrical cords, computer cords or phone cords where they could create a tripping hazard. Keep aisles clear of stored items. Do not "daisy-chain" power strips and keep heat-producing appliances such as refrigerators, microwaves and coffeepots out of cubicles and located in a centralized supervisor-designated break area. Cubicles are not designed to support such loads.

All Hands

Hand injuries from cuts, scrapes, smashes, and punctures: Use a letter opener when opening envelopes and boxes, and a staple puller when removing staples from documents. Wear a rubber finger "cot" when fingering through a significant amount of envelopes or pieces of paper. Store sharp objects neatly in desk drawers or inside closed containers. Always close desk and file cabinet drawers with your hand firmly gripped on the drawer handle — and leave repair of office equipment to the maintenance people.

Although offices are not considered to be "high hazard" work environments, injuries happen when risks are not controlled or when people get careless. Practice safe work habits at all times. If you are injured in any form or fashion on the job, immediately report the injury to your supervisor so that you can be sent to the Occupational Medicine Clinic for evaluation and reporting as required by Occupational Safety and Health Administration policies. Lastly, all employees must understand the emergency procedures for dealing with fires, earthquakes, tornadoes, and power failures.

Summer Safety: Hot Tips for the BBQ *(By Catherine Jones, SafetyXChange, June 18, 2009)*

With national holidays being celebrated on both sides of the border in the next few days, it's timely to discuss with your workers the safety aspect of a popular summertime ritual - the BBQ.

According to the US Fire Administration, every year BBQ grills cause approximately 6,500 fires. The peak month for grill fires? July.

The top ignition factor, accounting for 43% of grill fires, is mechanical failure or malfunction, such as part failure, leak, break or lack of maintenance. Other ignition factors include:

- Misuse of heat of ignition - such as lack of control of open fire and abandoned materials
- Misuse of material ignited - such as combustible material being too close to heat
- Operating deficiency - primarily leaving the grill unattended

The USFA believes that with proper maintenance, inspection and vigilance, many outdoor grill fires can be prevented. Here are some top BBQ do's and don'ts:

Do:

- Operate BBQ outdoors only, 10 feet from house, garage and trees
- Maintain your BBQ by replacing rusted or worn hoses and fittings
- Test for leaks and check tubes for blockage
- Keep lid open when lighting gas grill, to prevent flash off from gas build-up
- Turn BBQ off if you smell gas and don't attempt to relight until the leak is fixed
- Keep alcohol away from grills
- Use baking soda on grease fires - not water - and keep the proper fire extinguisher handy
- Cap lighter fluid immediately and place it a safe distance from the grill

Don't:

- Leave an operating barbecue unattended
- Move an operating BBQ
- Wear loose or flowing clothing while tending to the BBQ
- Use gasoline or kerosene as a starter
- Store LP cylinders indoors
- Store spare cylinders near the grill or appliances

In case of fire:

- For propane grills - turn off the burner
- For charcoal grills - close the lid
- For electric grills - turn off power

If the fire involves a propane tank:

- Leave it
- Evacuate the area, and
- Call the fire department immediately (911)

Minnesota Appeals Court Rejects Ex-State Worker's Retaliation Claim *(By David L. Hudson, Jr., First Amendment Scholar, firstamendmentcenter.org – July 4, 2009)*

A former Minnesota occupational-safety inspector could not prove that he was punished in retaliation for allegations he made about two of his investigations, a Minnesota appeals court has ruled.

Douglas Crosby contended that high officials in the Occupational Safety and Health Office of the Minnesota Department of Labor violated state law in two investigations. Crosby alleged that in response to his complaints, officials closed his office, transferred him to another one, denied him a raise and reduced his job responsibilities.

Shortly after being informed that his office would close in June 2006, Crosby wrote letters to his state representative and U.S. congressman, contending that he was being punished for reporting illegal activity. In January 2007, his employers refused Crosby a pay increase. In January 2007 he sued, alleging statutory claims under state whistleblower and health and safety laws. He also advanced a First Amendment retaliation claim.

The district court dismissed Crosby's claims. With respect to his retaliation claim, the court found no causal connection between Crosby's protected speech and any adverse job action.

The Minnesota Court of Appeals affirmed in its June 9 opinion in *Crosby v. State*. On the retaliation claim, the court noted that a public employee alleging retaliation must prove three things: (1) that the employee engaged in protected speech; (2) an adverse employment action, such as a discharge, demotion or loss of pay; and (3) a causal connection between the protected speech and the adverse employment action.

The appeals court first noted that Crosby's claims were not ruled out by the U.S. Supreme Court's 2006 decision in *Garcetti v. Ceballos*, in which the high court ruled that employees have no First Amendment rights for speech made as part of their official job duties. The Minnesota appeals court observed that Crosby's complaints to legislators were not part of his official duties and that he spoke as a citizen in those communications.

However, the appeals court rejected Crosby's retaliation claims because he failed to show a connection between his speech and any adverse effects on his job. The court pointed out that the closing of the office in Crosby's hometown occurred before he wrote his letters to the legislators. The appeals court also cited a delay between his complaints and the denied raise. "There is at least a six-month time gap between [Crosby's] protected speech and the denial of his pay increase and modification of his schedule," the court wrote. "Without more, this is too attenuated to establish a [basic] case."

The court added that Crosby "presented nothing other than his own speculation that there had been devious conduct by his supervisors."

OSHA Cleaning up Dust Hazards at Florida Companies *(By firstcoastnews.com – June 18, 2009)*

More than 150 citations were issued to Florida companies by a federal agency for exposing employees to potential combustible dust hazards. Officers from the U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) made 37 visits to Florida companies in the last 16 months. Housekeeping, hazard communication, personal protective equipment, electrical and general duty violations are cited most frequently.

Of the resulting 157 citations for workplace safety and health violations in Florida, 76 percent were categorized as willful, serious, repeat or failure to abate.

Prevention of combustible dust includes more intense housekeeping, a review of hot work processes, evaluation of electrical equipment, and prohibition of smoking or flames in dust laden areas, said OSHA Regional Administrator Cindy Coe in a statement.

Dust fires and explosions are significant dangers in the workplace when combined with other factors.

Industries affected by the emphasis program include: agriculture, chemical, textile, forest products, furniture products, wastewater treatment, metal processing, paper processing, pharmaceutical and metal, paper and plastic recycling.

The visits are part of the agencies ongoing National Emphasis Program (NEP) to reduce workers exposure to combustible dust hazards. Nationally, 3,662 violations have been identified during 813 inspections.

Construction Safety Crackdown Not Enough, Austin Group Says *(By Juan Castillo, Somos Austin, June 30, 2009)*

An Austin-based workers advocacy group is calling for a permanent increase in the number of federal inspectors who enforce safety standards at construction sites in Texas.

The Workers Defense Project said Monday's announcement that the Occupational Safety and Health Administration will temporarily increase the number of its inspectors in Texas is "a good first step," but not enough.

A report released this month by the workers group depicted rampant dangerous conditions in Austin's commercial and residential construction industry. The study, "Building Austin, Building Injustice," said that OSHA is ill-equipped to investigate safety violations. It also noted that Texas led the nation with 142 construction-related deaths in 2007.

In announcing the Texas enforcement initiative Monday, the Department of Labor said the state had 67 construction-related deaths in 2008; 33 so far this year. On June 10, three construction workers died in a scaffolding collapse at a high-rise apartment construction project near the University of Texas. OSHA is investigating.

Citing Department of Labor data, "Building Austin, Building Injustice" said OSHA had a total of 77 inspectors in Texas in 2008, when the state had 10.2 million workers. That represented the fourth worst investigators-to-workforce ratio in the country.

A Department of Labor spokeswoman would not say Monday how many investigators will descend on Texas from other states for the construction industry safety enforcement blitz which begins tomorrow and continues through August. OSHA could decide to increase or repeat the initiative after evaluating results.

"We're glad to see there is going to be more inspections and hopefully this will prevent a lot of needless deaths," said Mike Cunningham, executive director of the Texas Building and Construction Trades Council of the AFL-CIO. "Workers should be able to put a day's work and go home safely every day."

Workers Defense Project director Cristina Tzintzùn also called for OSHA to conduct more unannounced inspections at construction sites, explaining that workers have said employers often know when inspectors are coming.

A Labor Department spokeswoman, however, said all of OSHA's inspections at construction sites are unannounced.

Cunningham said that in his 38 years in the business he did not recall OSHA inspecting a site unless it was in response to a death, accident or worker-generated complaint.

Rising Temperatures Increase Risks For Workers *(www.FlashAlertPortland.net – July 1, 2009)*

From construction workers to chefs, working in the heat can be more than uncomfortable. At times, it can also be unsafe. Workers run the risk of developing a heat-related illness when physical exertion is combined with high humidity.

Over the past five years, 32 workers received benefits through Oregon's workers' compensation system for heat-related illnesses. The workers who qualified for the benefit were disabled for three days or more. Oregon OSHA, a division of the Department of Consumer and Business Services, does not require companies to report less-severe cases of heat exhaustion that do not require overnight hospitalization.

Employers and workers should be familiar with some of the common indicators of heat exhaustion. A person overcome with heat exhaustion will still sweat but may experience extreme fatigue, nausea, lightheadedness, or a headache. The person could have clammy and moist skin, a pale complexion, and a normal or only slightly elevated body temperature. If heat exhaustion is not treated promptly, the illness could progress to heat stroke, and possibly even death.

Workers on construction sites may be at greater risk for heat illness due to heavy exertion, enclosed operator cabs with poor air circulation, and prolonged exposure to the sun.

To help a person suffering from heat exhaustion:

- Move them to a cool, shaded area. Don't leave them alone.
- Loosen and remove heavy clothing.
- Provide cool water to drink (a small cup every 15 minutes) if they are not feeling sick to their stomach.
- Try to cool them by fanning them. Cool the skin with a spray mist of cold water or a wet cloth.
- If they do not feel better in a few minutes, call 911 for emergency help.

Certain medications can increase a worker's risk. People who have experienced a heat-induced illness in the past or who must wear personal protective equipment while on the job are at higher risk for heat illness.

Heat stroke is a different condition than heat exhaustion. There are several reactions that occur in the human body with heat stroke: dry, pale skin (no sweating); hot, red skin (looks like a sunburn); mood changes; irritability and confusion; and collapsing (person will not respond to verbal commands). Call for emergency help immediately if you think the person is suffering from heat exhaustion. If not treated quickly, the condition can result in death.

Ideally, employers and workers can prevent heat illness. Here are some tips:

- Learn the signs and symptoms of heat-induced illnesses and what to do to help other workers.
- Perform the heaviest, most labor-intensive work during the coolest part of the day.
- Slowly build up tolerance to the heat and the work activity (this usually takes up to two weeks).
- Use the buddy system to monitor the heat (work in pairs).
- Drink plenty of cool water (one small cup every 15-20 minutes).
- Wear light, loose-fitting, breathable clothing (such as cotton).
- Take frequent short breaks in cool, shaded areas — allow your body to cool down.
- Avoid eating large meals before working in hot environments.
- Avoid caffeine and alcoholic beverages (these beverages make the body lose water and increase the risk of heat illnesses).

A "Heat Stress Safety" pocket reminder card is available from Oregon OSHA. You can download the card, in both English and Spanish, from Oregon OSHA's Web site,

www.orosha.org, under "Publications"; look for "Heat Stress Card" (#3333E). The National Institute for Occupational Safety and Health (NIOSH) also has a booklet with heat-stress prevention tips called "Working in Hot Environments." The booklet is available for download from NIOSH's Web site, www.cdc.gov/niosh/hotenvt.html.

OSHA VPP Manager Receives Exceptional Service Impact Award

The U.S. Department of Labor has awarded its Exceptional Service Impact Award to OSHA veteran Cathy Oliver, who is now director of the agency's Office of Partnerships and Recognition. Oliver began her career at OSHA in 1975 as a program analyst during the agency's early years of publishing new standards and conducting enforcement inspections. The cooperative programs she helped implement gained acceptance after demonstrating their effectiveness in helping businesses reduce worker injuries and illnesses, and her commitment to the agency's mission of promoting the safety and health of America's working men and women has earned her the award, DOL said.

As manager of OSHA's Voluntary Protection Programs (VPP), Oliver's use of creative strategies has enabled the program to grow to more than 2,000 participants with a potential impact on nearly 900,000 workers, DOL said. In addition, Oliver assisted in the development and implementation of the OSHA Strategic Partnership Program that brings together management, labor, and government to focus on specific hazards and employ safety and health management systems that address worker safety and health.

"More important than the number of years Cathy has served in this agency is the influence she has had on making worker safety among the top priorities in America's workplaces," said OSHA's acting Assistant Secretary of Labor Jordan Barab. "I congratulate her on receiving this award and for the accomplishments she has achieved."

Accepting the honor, Oliver said, "I am proud of my collaboration with OSHA staff, labor, and business leaders who have dedicated their talents to occupational safety and health. I am honored to accept this award and recognize that the true reward is knowing that my efforts have helped improve the safety of millions of American workers."

Lessons Learned: OSHA Seeks \$1.1 Million In Penalties From Wisconsin Company *(By Robert Imrie, chicagotribune.com – June 22, 2009)*

The U.S. Occupational Safety and Health Administration is seeking \$1.14 million in penalties from a Wisconsin whey processing plant cited for violating federal workplace safety regulations.

The proposed penalties are the second highest OSHA has sought this year, Brad Mitchell, a spokesman for the U.S. Labor Department in Chicago, said Monday.

Milk Specialties Global of Whitehall was cited after a December inspection prompted by a complaint alleging safety hazards at the plant, Mitchell said. Among other things, the company was accused of allowing untrained workers without protection from various hazards to do maintenance in liquid whey storage tanks and driers that had power equipment.

"We have had five fatalities due to confined space entry issues in Wisconsin in the past two years and there is no reason this has to happen. These are preventable fatalities and employers need to understand that," Mitchell said.

Milk Specialties leased the Whitehall plant, which was built in the 1940s, and opened it in October 2008 to convert liquid whey, a byproduct of making cheese, into powdered whey in a process that involves spraying and heating the liquid, said OSHA Area Director Mark Hysell in Eau Claire.

The powered whey is shipped to other facilities, some of which feed it to calves, Hysell said.

Milk Specialties Chief Executive Trevor Tomkins said the company was “completely surprised and dismayed” by OSHA’s citations and proposed penalties. He called them unfair given the plant employs eight workers and there’s only been one injury.

“We will be working fully with OSHA to resolve this matter,” Tomkins said in a statement issued from the company’s headquarters in Carpenterville, Ill. “Milk Specialties has and always will be committed to the safety of its employees.”

Mitchell said the company had 15 days to challenge the citations or comply with them.

According to OSHA, most of the proposed penalties involved 17 willful violations that were committed with “plain indifference or intentional disregard” for employee safety and health.

The company also was cited for 17 serious violations, which included uninspected fire extinguishers and a lack of lighting and signs for exits, and four repeat violations, which included making sure floor and wall openings were properly guarded.

Milk Specialties, which has six plants in Wisconsin and Minnesota, has been inspected by OSHA 15 times since 1974, most recently in 2006 and 2008. It received previous citations resulting from many of the same violations cited in the most recent inspection, the federal agency said in a statement.

Lessons Learned: OSHA Fines Pfizer \$15K For Violations At Groton Campus *(By Lee Howard, TheDay.com – July 1, 2009)*

Pfizer Inc. has been asked to pay more than \$15,000 in fines related to workplace violations discovered at its Groton campus, the Hartford office of the U.S. Occupational Safety & Health Administration confirmed this week.

OSHA said the \$15,300 in fines for five violations related to problems with the workspaces and safe-work practices in Buildings 260 and 230 - both of which are office buildings, not laboratories. At least one violation involved unsafe clearance near electrical equipment, OSHA said.

Pfizer said in a statement that the company, along with Jones Lang LaSalle, Pfizer's contracted facility management firm, “received a citation from OSHA concerning electrical safety in utility and IT support areas of two office buildings at the company's Groton site. ... Pfizer and Jones Lang LaSalle are partnering to cooperate with OSHA to discuss and address the agency's concerns.”

Pfizer added that it is “committed to providing a work environment that protects occupational health and safety and welcomes feedback from agencies with a similar commitment.”

OSHA termed the violations “serious,” but said the case has not been closed and Pfizer has the right to contest the findings. If it does not contest the fines or if the agency's findings are confirmed, notice of the violations will have to be posted in the workplace, the agency said.

OSHA said an inspection followed a complaint received about unsafe working conditions.

OSHA denied a Freedom of Information request for more information about the case, saying it was still an open legal matter. OSHA said it was concerned that release of the information would interfere with an ongoing investigation and enforcement proceedings.

Lessons Learned from Video Safety Programs *(By Chuck Rea, SafetyXChange – June 29, 2009)*

Twenty eight years ago, when slides and audiotape were the high technology of the day, my wife and I started a company to produce training programs on videotape. At that time a great deal of our work was devoted to transferring existing safety programs from the slide/audio format to 3/4 inch videocassettes. Not a very effective use of the medium, but the perfect way for me to learn how new technologies could help training efforts in an industrial environment. Let me share with you what I've learned and how you can apply it to today's use of technology in safety training.

How Adults Learn

Adults don't learn the way children do. Children learn from experience. Adults apparently don't. Otherwise, they wouldn't constantly repeat the same mistakes. If adults did learn from experience, there would be no need for safety departments, safety trainers or, for that matter, safety videos.

Instead, adults tend to look for comfortable, less strenuous ways of learning things that won't tax their abilities too severely. These learning patterns are much like water: They find the path of least resistance, go with the flow and try to reach a depth of knowledge that's acceptable to the organization, using the least amount of effort. Apply this knowledge to video production and you have a useful training tool.

The Rise and Fall of Video Training

Video is an excellent training medium. Used properly, it can outshoot a standup lecturer by a factor of 6 to 1 and consume a lot less capital in the process. It's portable, easy to use and universally accepted.

But used improperly, video can be a train wreck! When small format videocassettes arrived on the scene, industry took on video training with a vengeance. Many companies installed television studios that rivaled anything the big networks had ever built. They hired producers and crews with all the expertise of a Hollywood film company and manufactured flashy programs as good as the best prime time shows on television.

The philosophy seemed to be that if employees could remember the latest antics of their favorite television star, they would remember the safety message contained in a program produced the same way. However, injury and incident rates didn't decline.

Everyone agreed the medium was not delivering the message! (Sorry, Mr. McLuhan.) **(Editor's Note: As I'm sure most of you know, Marshall McLuhan was a 20th century scholar and literary critic famous for his utterance "the media is the message.")** Much of the wind went out of the sails of the in-house producers and their budgets began to shrink accordingly, many of them packing it in completely. The price you pay for technology abuse.

Megabucks were thrown at the technology, while in many cases the content and method of delivery were ignored. Adults remained adults and continued to learn the same way they did before this new technology hit the scene. It was soon discovered that people could sleep sitting in front of a television, just as easily as they could in a classroom.

Don't Blame the Medium

Our business rode the video tide, but we didn't lose sight of the fact that video itself was not the message. It was only the medium and it could be as easily abused as any other. We have never been experts in safety. We rely on the experts to provide the correct program content. We are experts at making video programs that deliver a message and help people retain the knowledge contained in them. We learned the hard way, through trial and error. After all, we're adults!

Eventually, we learned that programs had to be short enough to prevent cognitive overload, but long enough to deliver the message. In the early days we could get away with a 20-minute program and get 85% average retention rates.

When the time between commercials on network shows went from 20 minutes to 10 minutes, our audience of adult learners sheepishly followed; the maximum length for 85% retention was reduced to 10 minutes.

Beyond Video - The Medium Evolves

Today, we have moved into the world of multimedia - that is, a moronic computer entered the room and got into bed with text, video, audio and still images. But the same problems remain. No matter how flashy the image or upbeat the music, the new medium is still not the message.

The interactive use of video, audio, stills and graphics makes the computer-based training system extremely flexible and interesting for the end user. Add some well developed software and you have a training tool with phenomenal power. But can this new medium be adapted to develop techniques that accommodate the adult mindset? Let's see:

- Short, interactive, easy-to-understand "chunks" of knowledge = path of least resistance
- Quick quizzes to reinforce the learning = going with the flow
- A final test of the person's retention level = the right depth for the organization
- Get a high enough score and Presto! the moronic computer will print a certificate = least amount of effort

Conclusion

There's one advantage to this medium that we didn't foresee when we started using it. Adults actually enjoy the interactivity. It seems to keep them awake just long enough to get the message into their long-term memory, where it might be accessible on the job. Nothing will ever be perfect, mainly because people aren't. But this has to be as close as we can get as humans. We just hope this technology doesn't get abused, too.

10 Reasons Your Trainees Aren't Listening to You *(By Catherine Jones, SafetyXChange – June 17, 2009)*

A few years ago, I took a step toward fulfilling a lifelong dream. I took my very first sailing lesson. It was a disaster. I was all alone when my boat capsized. As I hit the lake, I remembered the advice my trainer gave me as I pulled from the dock: "Don't panic." So I didn't. I found the daggerboard, clung to it and waited for the trainer to arrive. It got worse from there. While I understood the procedure he taught me for re-boarding the boat, I couldn't perform it. The buckles on my lifejacket caught on the boat's rim and my frozen shoulder (an ergonomic injury) simply isn't strong enough to pull my weight. It was a humiliating moment.

Naturally, I blame the whole thing on the trainer. The fiasco wouldn't have happened if he had trained me better. That's my emotional side. My intellectual side knows that he did a fairly good job of instructing. But for whatever reason, the message didn't sink in (so to speak).

The Communication Gap between Trainer and Trainee

Wouldn't you hate to have somebody like me as a trainee? Well, guess what? You probably do. I'll bet your safety training sessions include at least one or two persons who aren't getting your message.

Why aren't you getting through? There is no one answer to this question. On the contrary, there are a variety of things that can cause trainees to tune out their trainers. Here are 10 reasons that training messages don't reach their target:"

1. They Really Can't Hear You

There's nothing more frustrating than to deliver what you think is a clear message only to have it ignored. It's as if the trainee doesn't hear you. In fact, maybe he doesn't. Do you mumble? Are you dealing with an employee with hearing loss? When explaining procedures, speak slowly, loudly and clearly. And make sure trainees are literally able to hear you.

2. You're Speaking Greek

Don't assume your students understand more than they do. Define any words which may be unfamiliar. Give them all the information you can. If you're not sure how much background knowledge they have, you can say something like, "This may be familiar to you, but let's go over it again."

3. They Hear the Message but Don't Understand the Reason

Many trainees want to know not just *what* but *why*. This is especially true if you're trying to get them to adopt a change in procedure or technique. Explain the purpose behind the change. Otherwise, trainees may not accept the change and do things the same way they always have.

4. They Don't Appreciate the Stakes Involved

Before explaining a safety procedure, point out the hazard involved. It makes a lot more sense to wear protective gloves when you know about flesh-melting chemicals.

5. Your Jokes Are Garbling the Message

Humor can be an important tool in training. But you don't want to overdo it. If you kid around too much, it may be hard for trainees to tell when you are serious. Don't hide behind jokes when delivering difficult messages. Your audience might not get the point.

6. You're Not Listening to their Questions and Concerns

Give your trainees lots of chances to ask questions. You can gauge the level of understanding by what they ask. Never laugh at questions. Respect your trainees and help bolster their confidence. If there are no questions, don't assume everything is understood. Trainees may have nothing to ask because they don't understand what you were talking about.

7. You're Not Tailoring Your Message to Who They Are

Differences in literacy levels and culture may make it difficult for you to communicate with your trainees. Be sensitive to these differences and look for ways to bridge them.

8. You're Not Testing Their Comprehension

A big mistake trainers make is assuming that the message has been comprehended without verifying it. Ask the group to repeat the message back to you. "Okay, now what is the procedure for disposing of oily rags?"

9. You're Relying Too Heavily on the Spoken Word

Different people have different learning styles. Some need to hear. Some need to see. Others need to experiment hands-on under your supervision. Still others won't learn a thing until they get their hands on a training manual. Most need a combination of these methods.

10. You're Not Anticipating Obstacles

There may be roadblocks to following your instructions. Force of habit and uncertainty about what is expected are common ones. Maybe the trainee doesn't have the tools, equipment or procedures to follow through on what you said. Look at things through the trainee's eyes and try to anticipate these difficulties.

Conclusion

Of the 10 errors listed above, my sailing instructor was guilty of at least one: the last one, failure to anticipate obstacles. He overlooked two obstacles: 1. My weak shoulder (which he did know about) and how it would render me incapable of pulling myself aboard; and 2. The fact that my lifejacket wasn't fitting properly. To be fair, as a safety person, I should have known better than to wear such a lifejacket. But I'm not the first trainee to make a mistake. I hope that all of you do a better job than my trainer in catching these mistakes. Unfortunately, the remainder of my sailing lessons were cancelled due to inclement weather, and I didn't rebook. So I've yet to realize my dream of learning to sail. But at least I got my feet (and more) wet.

CSB Releases Safety Video on Need for Chemical Emergency Preparedness, Based on Findings from a Decade of CSB Accident Investigations

The U.S. Chemical Safety Board (CSB) today released a new safety video showing the need for emergency response agencies, companies, and communities to work closely together to prepare for the kinds of tragic chemical accidents the CSB has investigated over the past decade.

The new video, entitled "Emergency Preparedness: Findings from CSB Accident Investigations," uses computer animations, interviews, and news footage to depict a series of chemical accidents that illustrate the need for effective training, communications, and community planning. In some incidents, firefighters and police were overcome by toxic chemicals and forced to retreat from neighborhoods; in others, firefighters and workers were tragically killed and others injured.

The video is available online at www.CSB.gov, www.safetyvideos.gov, and YouTube. It can be ordered on a new two-DVD set of all CSB safety videos by filling out the request form at www.CSB.gov. In the video, CSB Chairman John Bresland notes, "Preparations by companies, emergency responders, government authorities, and the public are critical to reducing injuries and saving lives. It's not only important to be prepared, but

everyone must communicate, have an up-to-date plan in place and practice that plan regularly. We hope that our findings will help keep communities safe.”

In addition to comments by CSB investigators and board members, the video features observations by fire chiefs, a state fire marshal, and an expert on emergency preparedness and local emergency planning.

Danvers, Massachusetts, Fire Chief James P. Tutko, who led the effort to battle a massive fire and explosion at an ink plant in 2006, and oversaw the community evacuation, said he recommends “Emergency Preparedness” as well as other CSB safety videos. “I can recommend CSB safety videos for their content and accuracy. They can be used for all aspects of emergency response training,” Chief Tutko said, adding, “Don’t wait for an accident in your jurisdiction to learn about the CSB’s findings.”

The video begins with an animation of a boiling liquid expansion vapor explosion, or BLEVE, in a large propane tank that killed two firefighters and injured seven others in a 1998 accident in Albert City, Iowa. The firefighters had not received accurate training or guidance on BLEVE hazards and approached within 100 feet of the burning tank when it suddenly blew apart. “The Herrig Brothers farm explosion animation provides a tragic but important starting point for the video,” said Board Member William Wark. “Every day firefighters face challenges like these and sadly, sometimes lose their lives. We hope the video will make the case that training and communication are critical so that responders can do their jobs without death or injury.”

Another propane explosion seen in the video – which destroyed a convenience store and killed two propane service technicians, a volunteer fire captain, and an EMT in Ghent, West Virginia – shows the need for training to rapidly evacuate such danger zones. West Virginia State Fire Marshal Sterling Lewis states in the video, “We take a vow to protect life and property. Life comes first.” Commenting on the video’s central theme, Fire Marshal Lewis said, “We must train until it becomes second nature. We must educate ourselves and the public to the point we can help each other.”

Apex, North Carolina, Fire Chief Mark Haraway, whose department is depicted in the video as battling a “worst case scenario” due to a lack of information from a hazardous waste facility that caught fire in 2006, said, “I recommend this and other CSB safety videos for the training opportunities they provide.”

Other accidents highlighted in “Emergency Preparedness” include an allyl alcohol toxic chemical release in Dalton, Georgia; chlorine releases in Festus, Missouri, and Glendale, Arizona; a reactive chemical explosion in Jacksonville, Florida; and a recent reactive chemical explosion and community evacuation in Institute, West Virginia.

Timothy Gablehouse, a preparedness expert who appears in the video as president of the National Association of SARA Title III Program Officials (NASTTPO) and a member of the Colorado Emergency Planning Commission, said, “The CSB has done us all a great favor by compiling many of their investigation findings into a crisp and clear lessons learned message – a great reminder for us all.”

The CSB is an independent federal agency charged with investigating industrial chemical accidents. The agency's board members are appointed by the president and confirmed by the Senate. CSB investigations look into all aspects of chemical accidents, including physical causes such as equipment failure as well as inadequacies in regulations, industry standards, and safety management systems. The Board does not issue citations or fines but does make safety recommendations to plants, industry organizations, labor groups, and regulatory agencies such as OSHA and EPA. Visit our website, www.csb.gov. For more information, contact Director of Public Affairs Dr. Daniel Horowitz, 202-261-7613, cell 202-441-6074.

Safety Training/Meeting/Communication Strategies: “Why Are You Telling Me This Now?”

This is a comment that managers hear a lot. It sounds like a throwaway. But it actually expresses some important concerns that managers need to take seriously. Here's a tip; before delivering a message, break this phrase, “Why Are You Telling Me This Now?” into small parts in your mind word by word:

Why:

What is the reason for telling the recipient this – is it to train, inform, solicit information? Will the recipient understand what you're asking for?

are you:

Am I, the manager, the right person to be delivering this message? Should it maybe come from a peer, a leader or another third party?

telling:

Am I using the right method to deliver the message? Should this be a face to face, email, conference call?

me:

Am I giving the message to the right person?

this:

What am I trying to say? What do I want people to take away?

now?:

Is this the right time to be sending such a message?

This “quick and easy-to-remember process” should help you to verify what you want to communicate and make it more likely that the communication will be successfully received and acted on.

Safety Tidbits (from "Safety Stuff" by Richard Hawk Inc. <http://www.richardhawking.com>)

- On average 115 Americans die each year while riding horses or in horse-driven vehicles.
- The largest gallstone reported in medical history weighed 13 pounds.
- World's first posted speed limit: England, 1903. (20 mph).
- Tobacco and diet are the top two causes of worldwide cancers.
- About 1,100 people in the U.S. die each month while jogging.
- Pumpkins were once recommended for removing freckles and curing snake bites.
- Installation of U.S. railroads caused 110,456 deaths.
- Sleep apnea can cause a person to stop breathing as many as 300 times every night.
- Camel's milk has 10 times more iron than cow's milk does.