Willamette University Safety Committee Minutes
Thursday, May 15, 2014
Harrison Conference Room

Keep until 05/15/15

Members Present

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Jim Ames</td>
<td>Facilitator, Facilities</td>
<td>x4237</td>
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<tr>
<td>Karen Arthur</td>
<td>AGSM</td>
<td>x6850</td>
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<tr>
<td>Leslie Coop</td>
<td>Olin Science</td>
<td>x6734</td>
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<td>Leslie Cutler</td>
<td>Eaton Hall</td>
<td>x6061</td>
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<tr>
<td>Rich Dennis</td>
<td>Campus Safety</td>
<td>x6907</td>
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<td>SaVanna Huskey</td>
<td>Bishop Wellness</td>
<td>x6972</td>
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<tr>
<td>Katie Lahey</td>
<td>Human Resources</td>
<td>x6210</td>
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<tr>
<td>Chris McFetridge</td>
<td>Hatfield Library</td>
<td>x6312</td>
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<tr>
<td>Mike Nimmer</td>
<td>Facilities</td>
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<td>Rob Passage</td>
<td>Athletics</td>
<td>x6420</td>
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<tr>
<td>Kelly Slaughter</td>
<td>Recorder, College of Law</td>
<td>x5317</td>
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<td>Lonnie Swilhart</td>
<td>Facilities</td>
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<tr>
<td>Ellis Webster</td>
<td>Portland AGSM, 503.808.9901</td>
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Members Absent

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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Catherine Collins</td>
<td>Rhetoric</td>
<td>x6281</td>
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<tr>
<td>Sue Crothers</td>
<td>GSE</td>
<td>x6575</td>
</tr>
<tr>
<td>Marva Duerksen</td>
<td>Music, Women’s &amp; Gender Studies</td>
<td>x6034</td>
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<tr>
<td>Betsy Johnson</td>
<td>Facility Services</td>
<td>x6698</td>
</tr>
<tr>
<td>Linda Lombard</td>
<td>Financial Affairs</td>
<td>x6728</td>
</tr>
<tr>
<td>Andres Oswill</td>
<td>ASWU Rep</td>
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<tr>
<td>Michael Seraphin</td>
<td>Purchasing, Service Center</td>
<td>x6055</td>
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<tr>
<td>Toru Tanabe</td>
<td>TIUA</td>
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Meeting convened at 10:02 a.m.
April 2014 Minutes were accepted and approved.
Mike Nimmer and Lonnie Swilhart, two new Committee members from Facilities, were introduced.

Old Business

Item 1: The Mill Stream Market cashiers area:
Jim gave an update on the unsafe conditions in the register area of the Mill Stream Market, stating that a pad needs to be placed across the cords that run through that area. There is discussion taking place regarding moving the Market to a place with more space. Jim will speak to Jan Gardner about the former Travel Center and the possibility of moving the market into that area, which is currently being used as a storage room.

Item 2: Update on possible locations for emergency supplies storage area(s)
Rich proposed that possibly two storage areas be created and that the supplies, currently stored in the basement of Campus Safety, be split between the two areas. Possible storage areas are Sparks (which already has an emergency generator), the Atkinson Annex and the basement of Ford. Rich will check these areas out and discussion will continue later.

Item 3: Update on Maintenance Department emergency procedures and radios
Jim reported that a meeting to discuss this was delayed by graduation, but will take place soon.

Item 4: Blue light emergency phones
Rich and Jim reported that the two recently acquired phones will be installed sometime this summer. Jim will speak to the construction workers who are working on Sparks about digging a trench for the light that is to be installed in the Sparks parking lot. Sparks may be asked to help cover the cost of installation.

Item 5: Presentation of Hatfield Library safety procedures
Presentation by Chris and Katie was postponed until next month due to lack of time at today’s meeting.

Item 6: Update on lack of fire dialer at the Mahoney Building (Willamette Academy)
Rich indicated he has placed “IN THE EVENT OF A FIRE, DIAL 911” signs in the Mahoney Building.
New Business

Item 1: Safety concerns in the Facilities Department
On April 25, 2018, Rich and Katie met with 35 members of the Facilities Support Team to discuss the overwhelming number of injuries that occur to Facilities employees and what they can do to help them decrease injuries and keep them safer. The Facilities Team brought forth and discussed ten areas of concern. Some of the concerns discussed included: a lack of assistance when performing large tasks; small and inconveniently located custodial closets; the size and weight of recycle barrels; and the lack of handrails in some stairwells. For a complete list of concerns discussed and ideas for solutions, see attached Memorandum: Safety Concerns. Discussion between the Safety Committee and the Facilities Support Team will continue into the future and updates will be provided.

Item 2: Behavior Based Safety presentation
Guest speaker David Gabbard, Risk Management Consultant from Empire Pacific Insurance, gave a presentation entitled Behavior Based Safety & You. Explained in the presentation were such things as human attributes/attitudes, work environment, the use of tools, equipment, etc. and how they can all affect an individual and their safety. Also discussed were such things as the cost of accidents and injuries and the challenge of teaching people to realize the value of doing things the correct way. Presentation is attached.

Accident/Injury Report
Katie reported that the following incidents had taken place since the Committee last met:

A Facilities employee cut their knee on the lift of a truck while getting down from the side of the truck.

A Facilities employee received a small electrical shock while replacing a florescent tube.

A Facilities employee was injured in the groin when a machine surged unexpectedly.

Suggestions for prevention of future incidents are always welcome.

Meeting adjourned at 11:15 a.m.

Willamette University community members are welcome to attend any meeting as a guest and are encouraged to contact any Safety Committee member with concerns and/or questions.

Future Meetings: 3rd Thursday of each month, 10:00 a.m., Autzen* Conference Room
(*Note: Change in room from Harrison to Autzen for future meetings)
June 19, 2014
July 17, 2014
August 21, 2014
MEMORANDUM

April 28, 2014

To: Jan Gardner
    Director, Facilities Management

    Keith Grimm
    Director of Human Resources

From: Rich Dennis
    Associate Director of Campus Safety

    Katie Lahey
    Human Resources, Benefits

Subject: Safety Concerns

On April 25, 2014, Katie and I held a Safety meeting with (35) members of the Facilities Support Team in the Alumni Lounge. The meeting was to speak to the group about the overwhelming difference in their team being injured on the job here at Willamette University. We wanted to have them tell us why so many of them get injured and if we can help reduce their injuries and do a better job of keeping them safe.

Many, if not all of the team spoke up on several concerns they have and I will list them below. There are also concerns from them on the management of their department which will be addressed in another memorandum.

Safety Concerns:

Getting help to move supplies — many complained that they are made to stock their own custodial supply closets, when they ask for help they are told someone would be enroute to their location to help and no one shows up. So they do it, or when they get truckloads of paper or other items, only a few people show up and they get tired.
Closets - Almost every member complained about the necessity for custodial closets be made on the top floors of resident halls. The worse resident halls are Baxter, Matthews, Doney, and Lausanne Halls. They think that the making of these closets would help them from carrying supplies from the lower floors to the top floors.

Hand Dollies - Along with the moving supplies, each one of the team members want better hand dollies to do their job. Most are using their own little hand pulled carts, and they do not hold very much and they are not made to carry things up stairs. They would like larger, heavier dollies with tires that will not go flat, but make their jobs easier.

Recycle Barrels - The 55 gallon blue recycle barrels are way too big, and when they are full of paper and books or other items they become very heavy and a danger to move. This was another unanimous vote to change to smaller containers. They all agreed that it would mean emptying them more often but would be less likely to hurt themselves.

Rethink the Size of Orders - This concern was again tied to not enough help when it came to unloading supplies. They would like the ordering of supplies to not be so big, especially the paper ordering.

Training of Supervisors - The group would like some training in communication and advanced training for safety for the Supervisors.

Work Orders - Members complained about the way work orders are being done. They want to be sure that when they do a work order that it is actually being done. They indicated that the way the work order system is currently being done does not let them know that a work order was actually submitted. A suggestion was that once a work order is turned in, it be logged on a white board, tracking that work order’s status, i.e. submitted, completed and the dates of that happening.

Handrails - This topic was one of the most popular, the group has all worked at one time or another in Baxter Hall. They have suggested that handrails be installed in the entire complex basement to 4th floor. The stairs are extremely dangerous especially when wet. The also spoke of installing hand rails on the south steps Lausanne Hall.

Ladders - They are concerned with the lack of safety concern when it comes to the use of ladders. Many do not feel safe working on ladders by themselves. I told them that anytime they use a ladder 6’ tall or more they are to have a spotter. Most of them know this, but many times they are told to go do a job alone. They were advised to talk to the supervisor or call me. They also complained that most if not all the wooden ladders are old and rickety. They were told that all wooden ladders are to be discarded. Note: Jan indicated that if they needed new ladders that fiber glass ladders will be ordered.
Move this Summer – This topic was the last of their safety concerns, but it was very valid. This summer there will be several departments moving to different buildings, the group is very concerned about their ability to perform this move and not get injured. Note: Katie and I met with Jan and Keith late Friday and Jan said that he was hiring a moving company to do this.

After they had finished discussing the safety concerns, Katie and I reiterated that they play a huge part in keeping themselves safe. I spoke about knowing their own limitations, and asking for help if they needed it to either move or lift items. It seemed to be a very productive meeting with this team.
3 DISTINCT ELEMENTS OF SAFETY

1. **HUMAN ATTRIBUTES**
   (KNOWLEDGE, SKILLS, ABILITY, INTELLIGENCE, MOTIVES, ETC.)
   
   WHAT DO YOU KNOW
   WHAT CAN I DO
   DOING IT WELL VS. JUST DOING IT

3 DISTINCT ELEMENTS OF SAFETY II

2. **WORK ENVIRONMENT:**
   (EQUIPMENT, TOOLS, MACHINES, PROCEDURES, FACILITIES, ETC.)
   INDOORS/OUTDOORS
   (OSHA...NO SHADE PROVIDED & NOT ENOUGH DRINKING WATER)

3 DISTINCT ELEMENTS OF SAFETY III

3. **BEHAVIOR** (WHAT PEOPLE DO)
   
   WE ARE ATTRACTION TO NEGATIVE BEHAVIOR
   WHO BROKE THE SPEED LIMIT THIS WEEKEND/TODAY?
   WHO TEXTED OR TALKED ON CELL COMING HERE TODAY?
   WE PUSH THE ENVELOPE

SAFETY TOOLS NEEDED:

- Safety Manual
- Procedures
- MSDS MANUALS
- PPE
- Observations
- Audits

NEAR MISSES:

- UNSAFE BEHAVIORS DON'T ALWAYS RESULT IN ACCIDENTS
- NEAR MISSES ARE GOLDEN OPPORTUNITIES TO PREVENT FUTURE ISSUES
- DON'T IGNORE UNSAFE BEHAVIOR
- WE DO A LOT OF UNSAFE THINGS & GET AWAY WITH IT... DOES THAT MAKE IT OK?
- EVENTUALLY IT WILL CATCH UP TO US
**What is Behavior Based Safety**

- Human behavior causes most accidents
- Comfort
- Saving Time
- Convenience
- Lack of understanding and training
- Complacency
- Wrong Safety focus
- Celebrating production over safety

**BEHAVIORAL BASED SAFETY...**

- IT CANNOT BE SUCCESSFUL STANDING ALONE
- IT IS AN ELEMENT TO BE USED IN COMBINATION WITH OTHER ELEMENTS
- CAN'T BE THE FLAVOR OF THE MONTH
- IT’S NOT A MAGIC BULLET OR SHORTCUT.....

**FOUNDATION CONCEPTS...**

- WHAT ARE BEHAVIORS?
- ARE BEHAVIORS OBSERVABLE?
- ARE BEHAVIORS INHERENTLY "GOOD" OR "BAD"?

**IT IS BETTER TO SLOW A DRAGON THAN TO LEARN PEOPLE WAYS TO LIVE INCOMPATIBLY WITH THEM**

**WHAT'S THE DIFFERENCE BETWEEN TRADITIONAL & BEHAVIORAL-BASED SAFETY PROGRAMS??**

**TRADITIONAL.......**

- TYPICALLY A TOP-DOWN APPROACH
- FOCUS ON REGULATIONS & PROCEDURES
- TREATS SYMPTOMS
- EXTERNAL ENFORCEMENT
- DO AS I SAY... JUST DO IT... BUT WHEN BACK IS TURNED... THEY WILL DO WHAT THEY WANT TO DO

**BEHAVIORAL BASED.....**

- IS A BOTTOM-UP APPROACH
- FOCUS ON EMPLOYEE BEHAVIORS
- ADDRESSES ROOT CAUSES
- INTERNAL ENFORCEMENT
**By the Numbers:**

- Accident/incident incidents: 600
- Property damage: 30
- Minor injury: 10
- Lost-time injury: 1

*Change behavior at "500" level & you can prevent the other 3 resulting items.*

**$$$$ The Cost $$$$**

*For every $1.00 of direct costs for injury/illness, there are up to $100.00 of indirect costs.*

**The Challenge.....**

*Realize the value of doing things the right way.*

**Behavioral Analysis II**

- Behaviors result in positive or negative consequences for workers.
- Immediate, sure & good consequences reinforced.
- Immediate, sure & bad consequences refuted.

**Culture of Care**

- Says:
- I will have the courage to intervene.
- All incidents and injuries are avoidable.
- I am responsible not only for my safety but for the safety of everyone that enters my circle.
- Looking the other way is the same as approval.
- Safety is a core value.

**Unsafe Acts vs. Unsafe Conditions**

- 80-85% of all incidents are the result of unsafe acts.
- 15-20% of all incidents are the result of unsafe conditions.

*Question: If true, why are most efforts geared towards unsafe conditions?  Answer: It's easier to deal with unsafe conditions than unsafe acts.*