

Safety and Loss Prevention

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OUTLOOK

2018!

**Resolve to Keep
Your Workplace
Safe & Healthy
in the New Year**

A new year brings a fresh start, and many people see it as a chance to set new goals and make positive changes in their lives. New year's resolutions are notoriously fragile, as anyone who works in a gym will tell you — a wave of new members comes in at the beginning of the year, eager to improve their health and fitness, and within a few weeks, their numbers have dwindled as commitments turn to excuses. Gold's Gym reports that its membership numbers jump 40% between December and January, then dip significantly in February.

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KEEPING RESOLUTIONS

How can you fight against the tide of broken resolutions? Success in achieving any goal relies on making a commitment to do what it takes, consistently, every day.

The biggest enemy of accomplishment is procrastination. When the future seems far away, we are tempted to delay taking steps toward our goals. Recently, researchers found that future seems more imminent to us when we think of time in smaller units — days rather than months or years — and we are more inclined to start working towards our goals.

Another way we allow ourselves to succumb to failure in achieving our goals is how we perceive failure itself. As Winston Churchill stated, “Perfection is the enemy of progress.” Be careful not to get so bogged down in the details of the process that you fail to move forward towards your goal. Don’t be afraid to make mistakes along the way, and remember that setbacks do not cancel all progress. Even if progress is “two steps forward, one step back,” you are still a step ahead from where you started.

Making a commitment to health and safety this year will improve your life and the lives of everyone around you.

Here are some resolutions you can make to focus on health and safety in 2018:

- * **I resolve to wash my hands often.** Use soap and water or hand sanitizer to keep from spreading germs.
- * **I resolve to stay home from work if I am sick with a contagious illness.** This year’s flu season has struck hard and fast with an extremely virulent strain. If you or your family members show any signs of the flu, stay home until you are symptom free for at least 24 hours.
- * **I resolve to not use my cell phone while driving.** Keeping your phone out of sight and out of reach while driving can help ease the temptation. Not just texting — even talking on the phone is distracting enough to endanger the driver and everyone else on the road. Yes, even hands-free.
- * **I resolve to learn CPR.** Sudden cardiac arrest is the leading cause of death in adults, accounting for 325,000 deaths annually in the U.S. This resolution could literally save a life.
- * **I resolve to keep my workspace free of hazards.** This means keeping file cabinets closed when not in use, making sure clutter or furniture does not block walkways or exits, cleaning up spills quickly, and not overloading electrical outlets or using too many extension cords.

How To Make Your Resolutions Stick



Have no fear
of perfection.
You'll never
reach it.

Salvador Dalí

Set SMARTER goals – Specific, Measurable, Achievable, Relevant, Time-Bound, Evaluated, and Re-adjusted.

Create an action plan that you are willing and able to achieve every day.

Become self-disciplined by **eliminating bad habits** and replacing them with good habits.

Arrange your environment to mitigate distractions and encourage good behavior. This may mean avoiding certain people, locations, or events that could lead you away from your goal.

Set daily goals that are easy to achieve. Don't allow a minor setback throw you completely off course from your long-term goal.

Manage your time well and avoid procrastination.

Share your goals with others who will support you.

I NTERAGENCY
ADVISORY
COUNCIL

Do you have a SAFETY SUPERSTAR?

If you know an employee, agent, or volunteer who has made exceptional contributions to the reduction and control of employment-related accidents, contact your agency's safety coordinator to submit a nomination. Nominations must be received at least two weeks prior to an upcoming quarterly IAC meeting. Decisions to approve the nominations will be made by IAC members during the meeting discussion. The next IAC meeting is scheduled for Tuesday, February 13th. Forms and details can be found on the Division of Risk Management website:

<https://www.myfloridacfo.com/Division/Risk/LossPrevention/LossPreventionAwards.htm>



WORKPLACE VIOLENCE

HOW TO IDENTIFY IT & HOW TO PREVENT IT

When thinking of safety and loss prevention in your workplace, violence may not be the first thing that comes to mind, but it is disturbingly prevalent. The National Institute of Occupational Safety and Health (NIOSH) estimates the financial costs of workplace violence to be upwards of \$120 billion per year. According to the U.S. Occupational Safety and Health Administration (OSHA), nearly 2 million American workers report incidences of workplace violence each year, with many more cases going unreported.

Workplace violence is “any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at the work site.” This can be anything from verbal abuse to physical assaults. You may be surprised to learn that homicide is the fourth leading cause of fatal occupational injuries in this country.

Although it can happen in any setting, certain employees are more likely to experience workplace violence. Those who work with violent or unstable people (Department of Correc-

tions), law enforcement personnel (Department of Law Enforcement, Fish & Wildlife), those who provide services or

health care (Department of Health, Department of Veterans’ Affairs), and those responsible for handling people’s money (Department of Revenue, Department of Financial Services) find themselves to be at a higher risk of workplace violence. These types of workplaces should take special precautions to prevent incidents of violence **before** they start by giving employees instruction on how to minimize or eliminate these risks.

Each agency and university in the state of Florida has its own written policies and procedures pertaining to workplace violence. Contact your human resources manager or your safety coordinator for information regarding policies specific

to your agency. A good workplace violence prevention program will contain the following:

- A method for assessing hazards
- A plan for controlling hazards and preventing violence

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from occurring

- Strategy to respond when violence occurs
- Management's commitment to effectively implement the program

After an incident of violence is reported, agencies will need to respond appropriately and effectively by:

- Assessing the cause(s) of the incident
- Making appropriate changes to the workplace environment to prevent repeat incidents
- Providing the victims with the physical and psychological support they need



If you have been the victim of workplace violence, report the incident to your supervisor immediately. Consult the state of Florida Employee Assistance Program at www.sofeap.com for find resources and support after the fact.

S WEBINAR WEDNESDAYS

UPCOMING TRAINING WEBINAR SCHEDULE

- 3/4/18: Facility & Equipment Inspections
- 3/28/18: Workers' Compensation & RTW Programs
- 4/11/18: Safety Coordinator Orientation
- 4/25/18: Accident Investigations
- 5/23/18: Job Safety Analyses

An email blast will be sent from the State Loss Prevention Program prior to each of these webinars with registration information.

For questions, contact Juana Powell in the Division of Risk Management / Loss Prevention: Juana.Powell@myfloridacfo.com.

WARNING SIGNS:

A person on the edge will often exhibit “tells” — behaviors that might suggest a problem. Oftentimes violence starts out as small incidents, such as negative remarks and inappropriate behaviors. These can potentially escalate to larger incidents of physical or psychological violence. It is easier to prevent violence by addressing these small incidents than it is to deal with the aftermath of a major crisis.

Take note if a coworker exhibits a sudden change in mood or behavior patterns, especially if they are disruptive to the environment. At special risk are people who have recently experienced a loss (e.g. death, divorce) or have extreme family or financial stress.

That said, we must be careful not to use these potentially violent traits as a means of “profiling” or pre-emptively singling people out in a negative way. Almost anyone can be pushed to the limit and lash out, even if it goes against their nature. And an employee who might actually become violent may feel compelled to do so if they are singled out in such a way.

Employers should take action only when a person is truly exhibiting threatening behavior, not just because that person fits a certain profile.

For more info, visit OSHA's website: <https://www.osha.gov/SLTC/workplaceviolence/>

SERIOUS ACUTE SIGNS

Unhealthy interest / obsession with real-life incidents of workplace violence

Unhealthy interest / obsession with weapons

Displaying violence toward inanimate objects

Stating intent to hurt others

Excessive behavior (unwanted texts, gifts, etc.)

How To Spot Potentially Violent Behavior

PHYSICAL SIGNS

- | | |
|------------------------|----------------------------------|
| Poor hygiene | Clenched jaws or fists |
| Flushed or pale face | Exaggerated gestures |
| Sweating | Loud talking |
| Pacing or restlessness | Shallow, rapid breathing |
| Repetitive movements | Scowling, sneering, or glaring |
| Extreme fatigue | Avoiding eye contact |
| Trembling or shaking | Violating others' personal space |

BEHAVIORAL SIGNS

- | | |
|---|---|
| Excessive tardiness or absenteeism, or the opposite—obsession with work | Swearing or using emotionally charged language |
| Crying or sulking | Inability to handle criticism |
| Disrespect for authority | Blaming others for mistakes |
| Disregarding safety of others | Holding grudges |
| Making mistakes at work | Complaining of constant illnesses |
| Intimidating others | Inability to focus, forgetfulness, confusion, distraction |

PERSONALITY CHARACTERISTICS

- | | |
|--------------------------------|------------------------------|
| Paranoid, suspicious of others | Low self-esteem |
| Sense of entitlement | Irrational beliefs or ideas |
| Constantly feeling victimized | Depressed, hopeless, anxious |
| Blames others for problems | Alcohol and/or drug abuse |



FIRST AID IN THE WORKPLACE

Prevention of accidents is the goal, but sometimes they occur in spite of our best efforts. It is essential that employees are prepared with the right tools and a clear action plan.



Be certain that your workplace has a fully-stocked first aid kit that can be easily accessed by all employees. At least one person should be in charge of keeping the kit maintained. The exact amount and type of supplies needed will depend on the size of the workplace, as well as the risks and hazards associated with the work being undertaken. For example, people working with chemicals might need an eye wash station, while those who work outdoors might include a snake bite

kit. All employees should be given basic instructions on what to do if a person is injured at work. According to OSHA standards, a well outfitted first aid kit should include:

- * Gauze pads in medium and large sizes
- * Adhesive bandages in assorted sizes
- * Gauze roller bandage (at least 2 inches wide)
- * Scissors
- * Blanket or blankets
- * Tweezers
- * Adhesive tape
- * Wound cleaning agent (such as sealed moistened towelettes)
- * Latex gloves
- * Resuscitation bag, airway, or pocket mask
- * Elastic wraps
- * Splint
- * Instructions on general first aid procedures
- * Emergency contact information

It is also recommended that each workplace have someone who has successfully completed a training course on how to provide medical first aid, including CPR. Florida is not subject to any specific federal or state safety and health standards for public sector workplaces, so check with your local government for information about county or municipal regulations. OSHA's Best Practices Guide on Workplace First Aid can be found at <https://www.osha.gov/Publications/OSHA3317first-aid.pdf>.

Safety and Loss Prevention Word Search

X P R D C D V J B O S V Q P R
 E O F T D Q J I T R T U F F B
 J C R W G R M A M W N A D S E
 U O A E P Y A T V F E E D D H
 A X S L S R R W S K D J I G A
 T J S V P O E S A F I D A P V
 Q N V V P K L V F A C W T V I
 S I E P A A R U E L C S S M O
 A E U M O R S O T N A N R T R
 F S H G T I L N W I T Y I S U
 E T G W O I H W I I O I F S D
 T Y I G G V M W T N N N O W C
 Y S T E V E P M U Y M S X N C
 E C N E L O I V O R R U C S Q
 S M E I S V Y S T C A F T L A

SEARCH TERMS

SAFETY	RESOLUTION	PREVENTION
VIOLENCE	BEHAVIOR	FIRST AID
WORKPLACE	AWARD	COMMITMENT
GOALS	SUPPORT	ACCIDENTS

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We look forward to your feedback on how we can better serve you. To submit story ideas, articles, and other suggestions—or to be added to our distribution list, please contact us by clicking on the link below:

[State Loss Prevention Program](#)

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