

Departmental Accident Prevention Committee

What are the departments
doing to prevent accidents?

Presented to the
Santa Barbara County Board of Supervisors
October 2004



County of Santa Barbara

Introduction

- Bickmore Risk Services - September 7th
 - Bickmore study well received by departments
- Accident Prevention Committee
 - Department Heads appointed committee members
 - Department Specific Prevention Efforts



Recommended Cultural Changes

1. Transition of Safety as a **Value** rather than a **Priority**
2. Use of Leading versus Trailing Indicators
3. Financial Commitment
4. Accountability



Role Clarification

- By law employee safety is the responsibility of their direct supervisor
- Safety structure within departments
 - IIPP Coordinators / Safety Reps./ Liaisons
 - Safety Officers/ Safety & Facility Managers
 - Safety Structure within the departments varies
 - Role of County Safety Officer & IIPP Coordinators



Safety Regulatory Requirements

- California Code of Regulations Title 8
 - General Industry Safety Orders (GISO)
 - Construction Safety Orders (CSO)
 - Injury Illness Prevention Program (IIPP)
- Code of Federal Regulations (CFR)
- State and Federal General Duty Clause



State and Federal General Duty Clause

The General Duty Clause states that each employer has the general duty to furnish each employee with a place of employment free from recognized hazards causing or likely to cause physical harm or death.



Common Department Challenges

- Ergonomic related injuries
- Facility Conditions
 - Indoor Air Quality
 - Limited space
 - Inadequate/Outdated office equipment
- Workplace Violence Potential
- Driving Exposures



Department of Social Services

*"Committed to Provide a Safe and Efficient
Workplace for Staff and Clients"*



Overview of the Department

- Large department with approximately 600 employees
- Diverse Exposures: Office and Field Staff
- 10 sites throughout the County: County buildings, leased space, co-located staff



Bickmore Employee Survey Highlights

- Comfort expressing safety concerns with supervisor – 96%
- Comfort expressing safety concerns without fear of reprisal – 88%
- Unsafe conditions are addressed – 87%
- Surveys returned – 85%

(Excludes Manager and Supervisor Responses)



Bickmore Risk Services Recommendations

- **Focus on Safety Culture**
 - Be Proactive
 - Ergonomic Assessments
 - Safety Committees
 - Continue Ongoing Safety Training
 - Staff Development Division
 - Monthly IIPP Training Modules & Safety Bulletins
 - Invite Staff Input/Address Issues that Concern Staff
 - Ergonomics
 - Emergency Response
 - Workplace Violence



Bickmore Risk Services Recommendations

- **Educate Staff about Workers' Compensation Process**
- **Focus on “Leading Indicators”** (activities that can be routinely performed that will reduce injury potential and mitigate potential loss cost) and not “trailing indicators” (loss statistics, frequency and severity rates)
 - # of ergonomic assessments vs. # of Workers' Compensation claims
- **Be Strategic in Making Changes**



CLERK-RECORDER- ASSESSOR ACCIDENT PREVENTION PROGRAM



Overview

118 Employees in Three Locations:

- Santa Barbara, Santa Maria and Lompoc
- Clerk-Recorder-Assessor – Public Contact
 - Clerk-Recorder:
 - Processes 120,000 Official Records (real property documents),
 - Copy Orders 35,000 (birth, death, marriage, etc)
 - Elections: 194,836 Registered voters
 - Assessor:
 - 124,000 Secured Parcels
 - 21,600 Unsecured Businesses, Boats and Planes



Bickmore Recommendations

- Annual employee training
 - Department / County Ergonomics Program
 - Exposures to Musculoskeletal Disorders (MSDs)
 - Methods being used to minimize MSDs, including
 - Responsibilities of the Employee to control work environment following sound ergonomic practices
 - Workers' Compensation / Back to Work Programs
- Priority given to Santa Maria Counter
- Implement a Workplace Violence Prevention Plan



Prevention Efforts/Raising Awareness

- Prevention
 - Employee New Hire/Monthly Unit Safety Meetings (Held with each section/division in each location – 8 Meetings monthly)
 - Administrative Controls – Rotate data entry staff every 2 hours
- Facility/Work Space Upgrades
 - Santa Maria Clerk-Recorder and Assessor – Construction of new front counter, new workstations for Clerk-Recorder
 - Santa Barbara Clerk-Recorder - Complete remodel
 - Santa Barbara Elections - Move from Courthouse basement to Chicago Title to new building on Victoria
 - Lompoc Clerk-Recorder-Assessor – Complete remodel, moved staff to one location



Bickmore Employee Survey Highlights

- Comfort Expressing Safety Concerns – 98%
- Reporting Safety Issue Without Concern of Reprisal – 98%
- Ability to Correct Unsafe Working Conditions When Noticed – 95%
- Initiative Setting up Work Station to Minimize Potential Ergonomic Injury – 91.8%
- Knowledge of Reporting Workers' Comp Injury – 87.8%
- Consequences of Filing Fraudulent Workers' Comp Claims – 85.7%

(Excludes Manager and Supervisor responses)



Alcohol Drug and Mental Health Services Accident Prevention



Overview of Department

- Approximately 300 employees
- 10 sites countywide
- Outpatient and inpatient facilities including the Psychiatric Health Facility
- Co-located sites



BRS Survey Highlights

- Comfortable expressing safety concerns – 97%
- Report concerns without fear of reprisal – 95%
- Employees correct unsafe conditions – 92%

(Excludes Manager and Supervisor responses)



Bickmore Risk Services Recommendations

- Integrate Safety Accountability into Department Performance Management process
 - Shift from trailing indicators to leading indicators
 - ADMHS no longer in “Big 6”
 - Establishing Safety, Health and Wellness as a Departmental Core Value
- Basic cultural shift from safety as a priority to a value
- Establish Safety as an Agenda item in Exec and Managers meetings
- Establish Departmental RPMs



Bickmore Risk Services Recommendations

- IIPP Administration
 - Administered by HR Manager/Facilities Manager
 - Sends clear message that safety is important
 - Safety Committee with Site Representatives
 - Redrafting of IIPP to include:
 - Ergonomics
 - Violence in the Workplace
 - Emergent Wellness Program - Modeling the Way for Ourselves and Our Clients
 - Working Environment/Facility Conditions
 - New building site acquisitions to replace old facilities
 - Upgrade sites, furniture and equipment



Bickmore Risk Services Recommendations

- Develop comprehensive training
 - Department-wide training of updated IIPP
 - Communicate Safety Structure
 - Clarify roles and responsibilities of IIPP Coordinator and Supervisors



Concluding Recommendations

1. Transition of Safety as a **Value** rather than a **Priority**
2. Use of Leading versus Trailing Indicators
3. Financial Commitment
4. Accountability

