

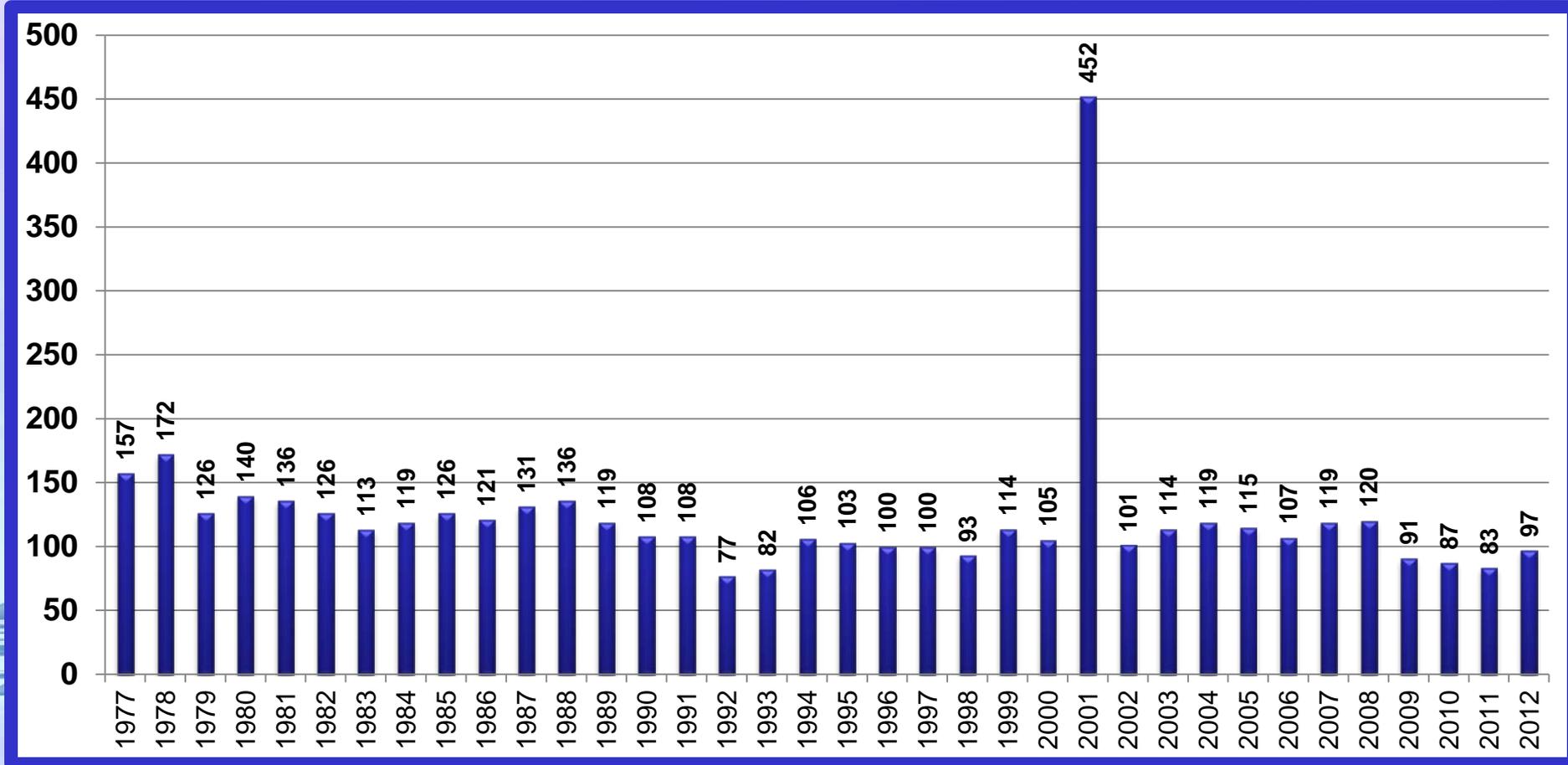
NIEHS Safety Culture/Climate Workshop

International Association of Fire Fighters
HazMat/WMD Training Department



USFA

Line of Duty Firefighter Fatalities



The USFA reported 80,800 injuries in 2002 and 70,090 injuries in 2011 a decrease of 13 percent.



| Year | Fireground Injuries | Total Injuries |
|------|---------------------|----------------|
| 2002 | 37,860 | 80,800 |
| 2003 | 38,045 | 78,750 |
| 2004 | 36,880 | 75,840 |
| 2005 | 41,950 | 80,100 |
| 2006 | 44,210 | 83,400 |
| 2007 | 38,340 | 80,100 |
| 2008 | 36,595 | 79,700 |
| 2009 | 32,205 | 78,150 |
| 2010 | 32,675 | 71,875 |
| 2011 | 30,505 | 70,090 |



Safety is...



...the absence of hazards/risk; elimination or reduction of the amount of risk to personal injury.



Culture



- **What is culture?**
 - It is the how and the why for the way we do things.
 - It includes what we think, what we feel, and what we value.
- It can have a positive or negative impact.
- It changes, slowly, but it does change.



Normalization of Deviance



- **Used to describe the natural human tendency, particularly in high-pressure circumstances, to:**
 - **Want to take shortcuts**
 - **Accept a lower standard of performance**
 - **Rationalize it's the only way, regardless of the hazards/risk, to complete the mission**



Normalization of Deviance



- It occurs as gradual shifts in behavior which aren't too far beyond acceptable, safe limits rather than in huge shifts which would be unacceptable.



Normalization of Deviance



- Over time, given a lack of negative consequences, the shortcuts or unacceptable behaviors become standard, widespread or usual practice procedure, or custom.



Normalization of Deviance & Predictable Surprises



Colonel Mike Mullane

- » Keynote speaker at the Redmond Symposium
- » Graduate of West Point, 1957
- » United States Air Force
 - Weapons Systems Operator on the RF-4C Phantom
 - 134 combat missions in Vietnam
- » 1st group of Space Shuttle Astronauts (1978)
 - 356 hours in space on Discovery and Atlantis
- » Awards
 - International Space Hall of Fame Inductee, Air Force Distinguished Flying Cross, Legion of Merit, NASA Space Flight Medal



Normalization of Deviance



- Normalization of Deviance
- Protecting Against Normalization of Deviance
- Avoiding the Passenger Mode
- Courageous Self-Leadership



Ways to Combat Normalization of Deviance



Strategies for protecting against normalization of deviance:

- Recognize the vulnerability
- Plan the work, work the plan
- Consider your instincts
- Archive and review near-misses



Normalization of Deviance & Predictable Surprises



September 11, 2001:

- FDNY Line of Duty Deaths = 343
- FDNY Line of Duty Deaths post 9/11 = 21
- 9/11 respiratory related retirements = 1,562





A Safety Leader Is...



**...someone who
acts with safety
as the primary value and
gets others to do the same.**



Safety Leaders



In order to improve our safety culture, we need to educate, train and mentor Safety Leaders!



Any Questions?



Thank you!
And, stay safe!

