

**SAFE
JOBS**

EVERY

WORKER'S

RIGHT

WORKERS MEMORIAL DAY • APRIL 28

AFL-CIO



WELCOME

Utilizing Audience Response Cards, Workplace
Violence Prevention Strategies, & Root Cause and
Effect Charting in Support of Resiliency

Mike Fray

UAW Health and Safety Department

Sherry Kraft

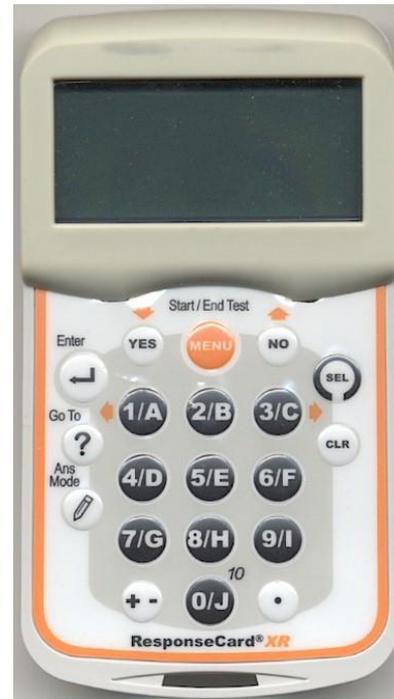
UAW Local 245



Course objectives

- Utilizing Audience Response Clickers
- Root Cause & Effect Analysis Charting
- Workplace Violence Prevention

Audience Response cards (clickers)



There is no on/off switch.

Press the button that corresponds to your selection.

A green light confirms that your selection has been sent successfully.

You can change your selection while polling is open.

* Please DO NOT take your clicker with you – it will not open your garage door, nor will it change your TV channel.

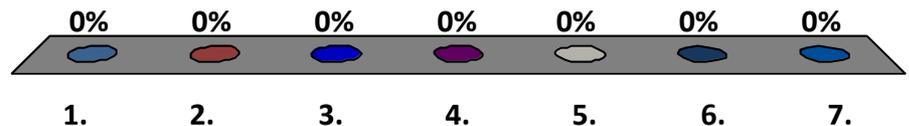
Benefits of Audience Response Cards (Clickers)

- Instantaneous feedback
- Expedited data collection
- Anonymity in responses
- 100% audience participation
- Real time ability to gage understanding of content



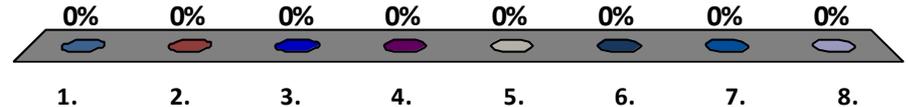
Number of Trainer Exchange Conferences previously attended.

1. None
2. 1-2
3. 3-4
4. 5-6
5. 7-8
6. 9-10
7. More than 10



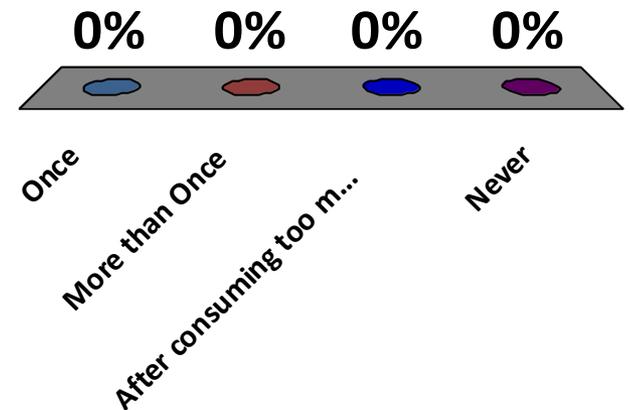
Years in health and safety.

1. Less than 1 year
2. 1 to 5 years
3. 5 to 10 years
4. 10 to 20 years
5. 20 to 30 years
6. 30 to 35 years
7. 35 to 40 years
8. More than 40 years



Have You Ever Eaten Cactus?

- A. Once
- B. More than Once
- C. After consuming too much alcohol
- D. Never



HAZARDS

Identify Hazards

A condition, set of circumstances, or the inherent property of a material that can cause injury, illness, or death.



Common Industrial Hazards

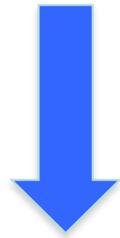
- Crushing
- Shearing
- Noise, vibration
- Chemical, gases, fumes, mists, dusts
- Entanglement
- Pinch point
- High pressure
- Electrical
- Ergonomics-posture, force, repetition
- Lifting
- Work organization
- Slippery surfaces
- Working at heights
- Fire
- Radiation



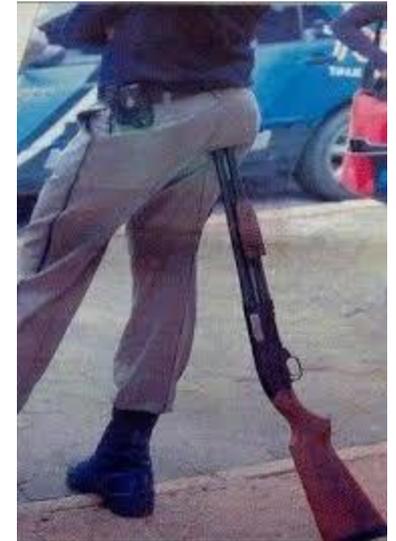
Hazard + Exposure



Hazardous Situation



Risk



Hazards –Tip of the Iceberg



Surface hazards

Hazardous situations

Often don't see hazardous situations related to:

- Normal tasks
- Abnormal but foreseeable tasks
- Infrequent task
- Upset conditions and unplanned events
- Interaction of materials
- Unanticipated tasks

Risk

Traditional Incident Reporting

Past



Present (incident)

Machine repairman assigned to fix machine

Got tools

Went to transfer line

Production supervisor described problem

Employee observed machine running

.....

.....

.....

Employee caught in machine

A Newer View Cause and Effect

Incident Investigation = Problem Solving

Effective problem solving Objective:

Ensure the problem never occurs again.

Cause and Effect Analysis

Problem: A Machine Repairman slipped and fell and was caught in a machine while adjusting locating pin on machine xxx.

Present



Past

Comparison

Traditional Incident Investigation

Past  Present (incident)

Cause and Effect Analysis

Present  Past

Sort the cards into causes and effects - Chart

hydraulic oil

Hydraulic oil leaked onto step

Fell off machine step

Step slippery

Employee's sprained ankle

Ankle landed in awkward position

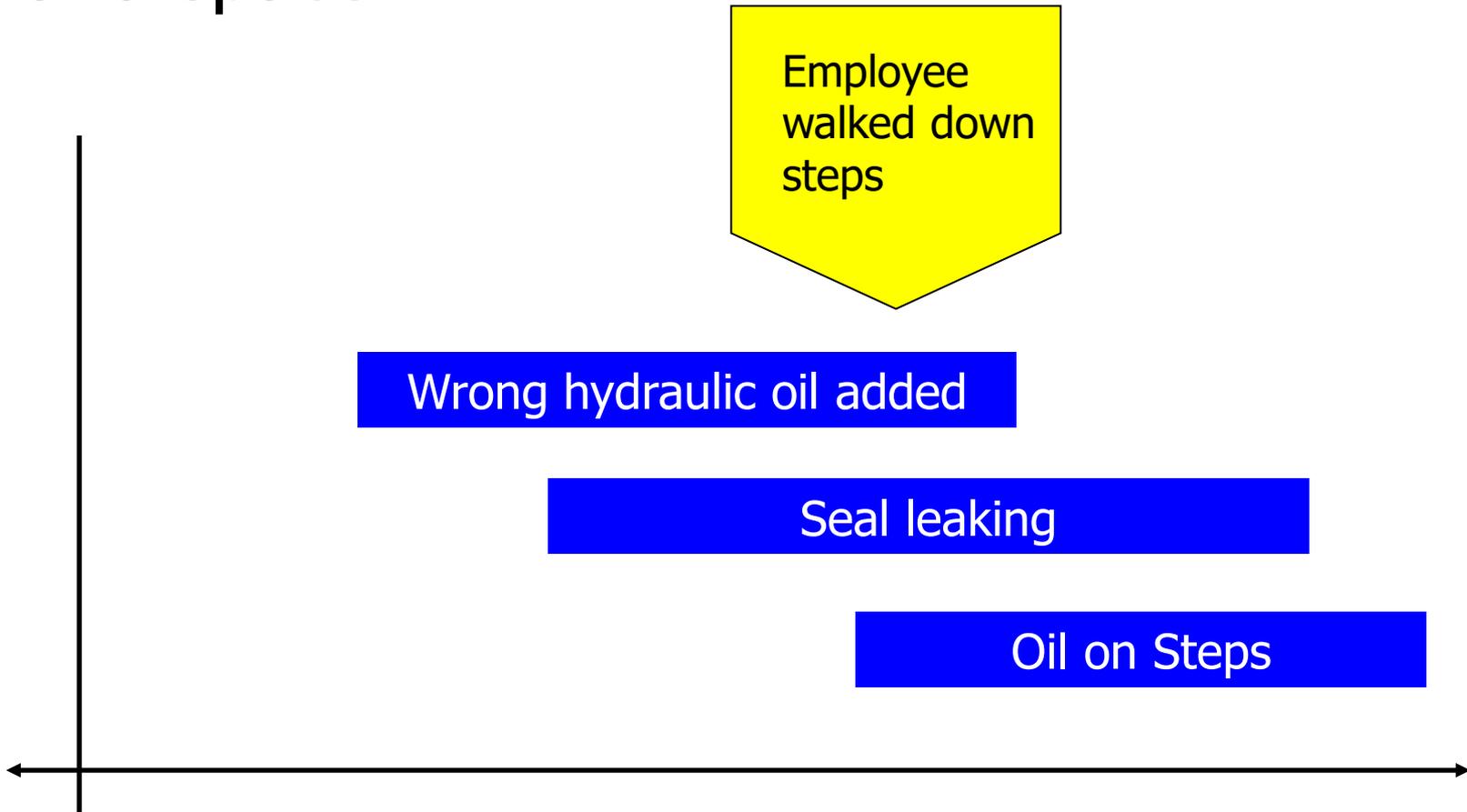
Slipped on bottom step

Seal leaked

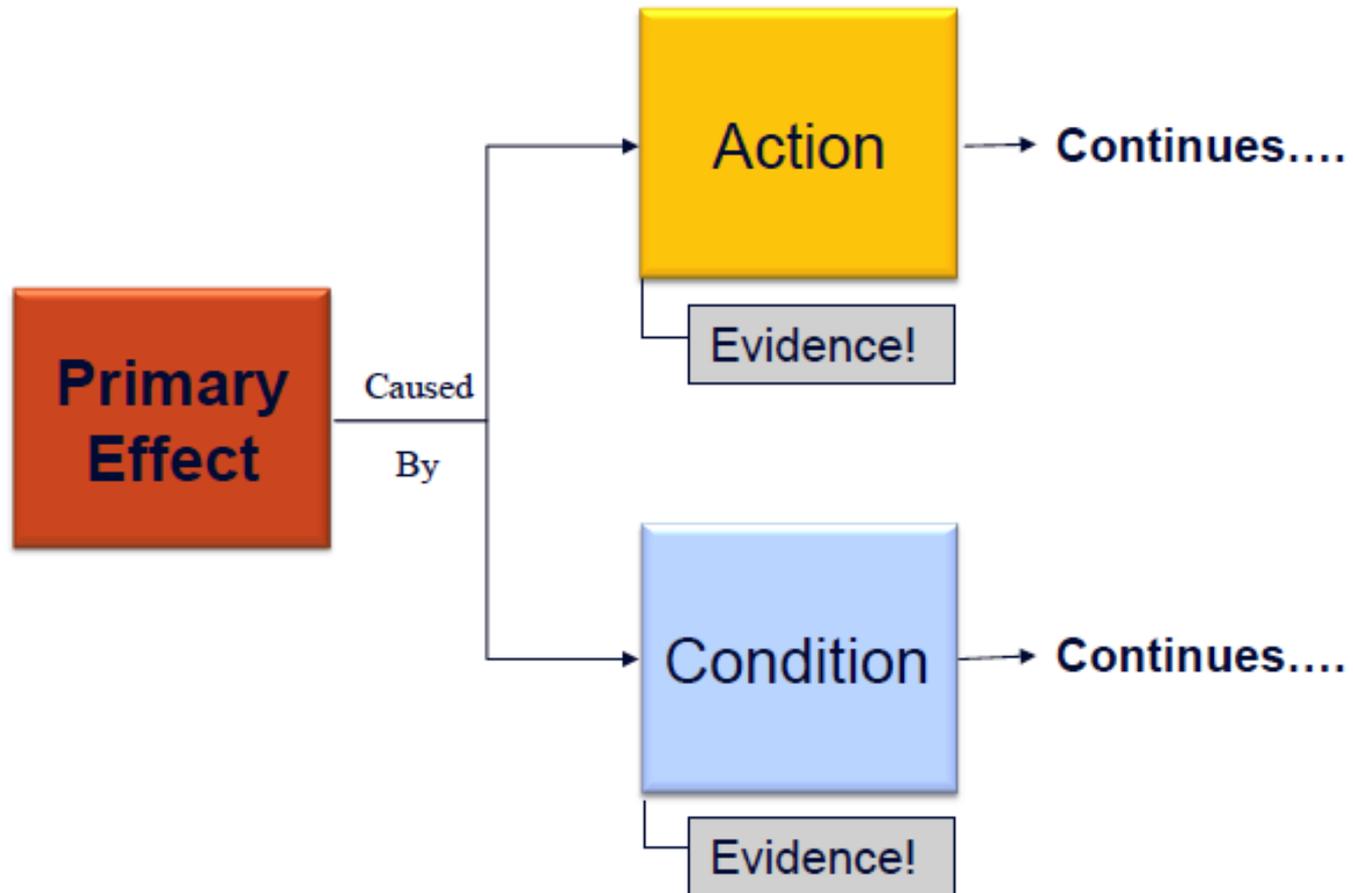
Effects		Causes
Employee' s sprained ankle	Caused By	Ankle landed in awkward position
Ankle landed in awkward position	Caused By	Fell off machine step
Fell off machine step	Caused By	Slipped on bottom step
Slipped on bottom step	Caused By	Step slippery
Step slippery	Caused By	Hydraulic oil leaked onto step
Hydraulic oil leaked onto step	Caused By	Seal leaked
Seal leaked	Caused By	Wrong hydraulic fluid

When we ask why of a cause it becomes an effect.
 In this example Cause & Effect are closely related in time and space (Not always the case)

A primary effect exists only if its actions and conditions exist at the same point in time and space.



Fundamental Elements of a Cause & Effect Chart



Causes

- **Action** – momentary causes that interact with conditions to cause an effect.
(usually end in “ed”, seal leaked, employee slipped, coil bumped, circuit energized)
 - **Condition** – Causes that exist over time.
(the existence of a noun, oil exists)
-

If you get stuck during cause and effect investigation

- Think “caused by”, “because”, “why”
- Think about man, machine, method, movement, material

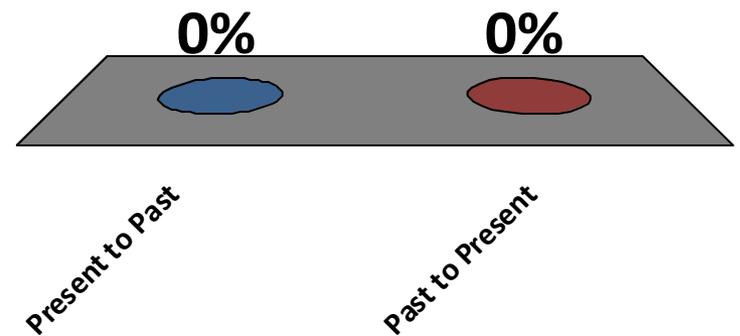
Causes and effects may **not** be closely related in time and space.

This is especially true of some of the most important causes.

To become more proficient:
Practice Cause and Effect Charting
on incidents that have occurred at
your location.

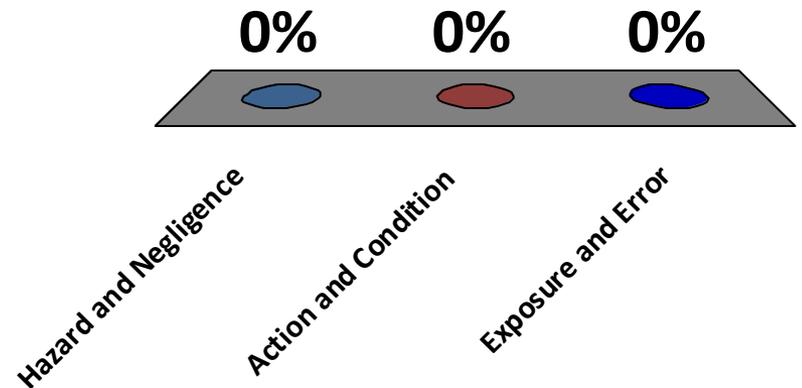
In Cause and Effect Analysis We Investigate Incidents From _____.

- A. Present to Past
- B. Past to Present



Cause and Effect Charts Require What Two Fundamental Elements?

- A. Hazard and Negligence
- B. Action and Condition
- C. Exposure and Error



Do most causes originate at the scene of the incident?

1. Agree
2. Disagree



Questions



Did you know?

Murder is a leading cause for death on the job
for women...
...and for men.



CASE STUDY

Lance Byers

Killed February 28 , 2012

- UAW Local 6000
- Department of Human Services (DHS)
- 42 years old; Eligibility Specialist;
- 6 years seniority
- Shot and killed after a traffic incident



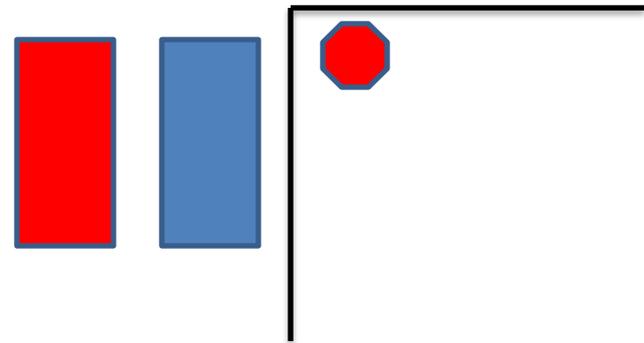
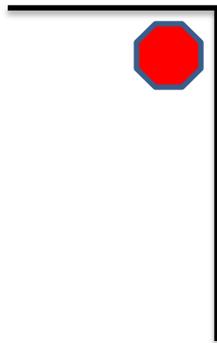
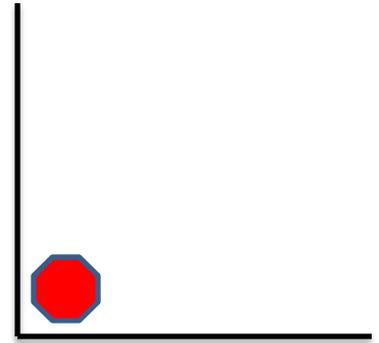
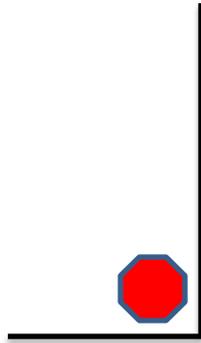






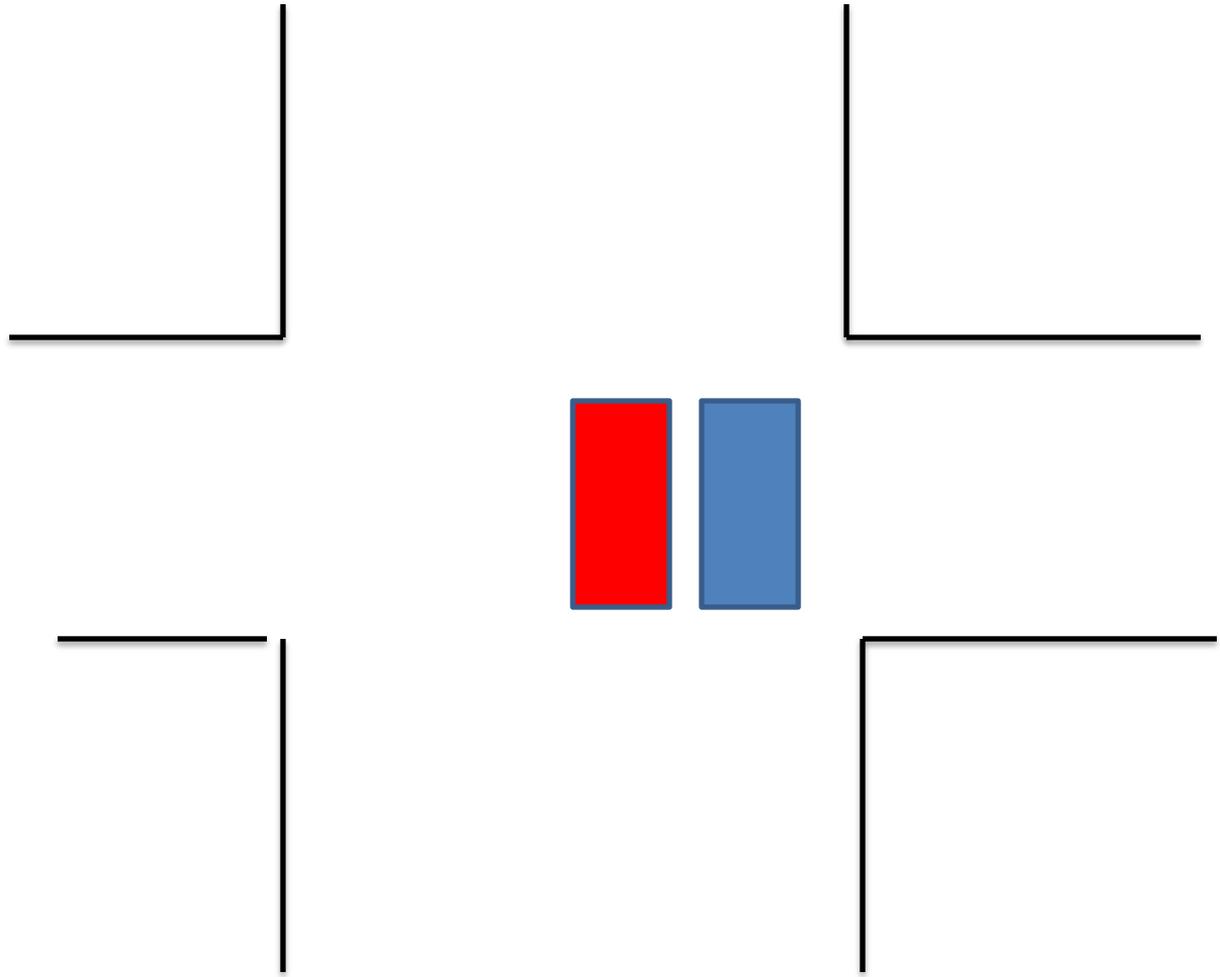
Ambush?

- Wide open intersection
- Four way Stop Sign
- Two Lanes with one designated as left turn lane



Ambush?

Assailant car comes through intersection simultaneously



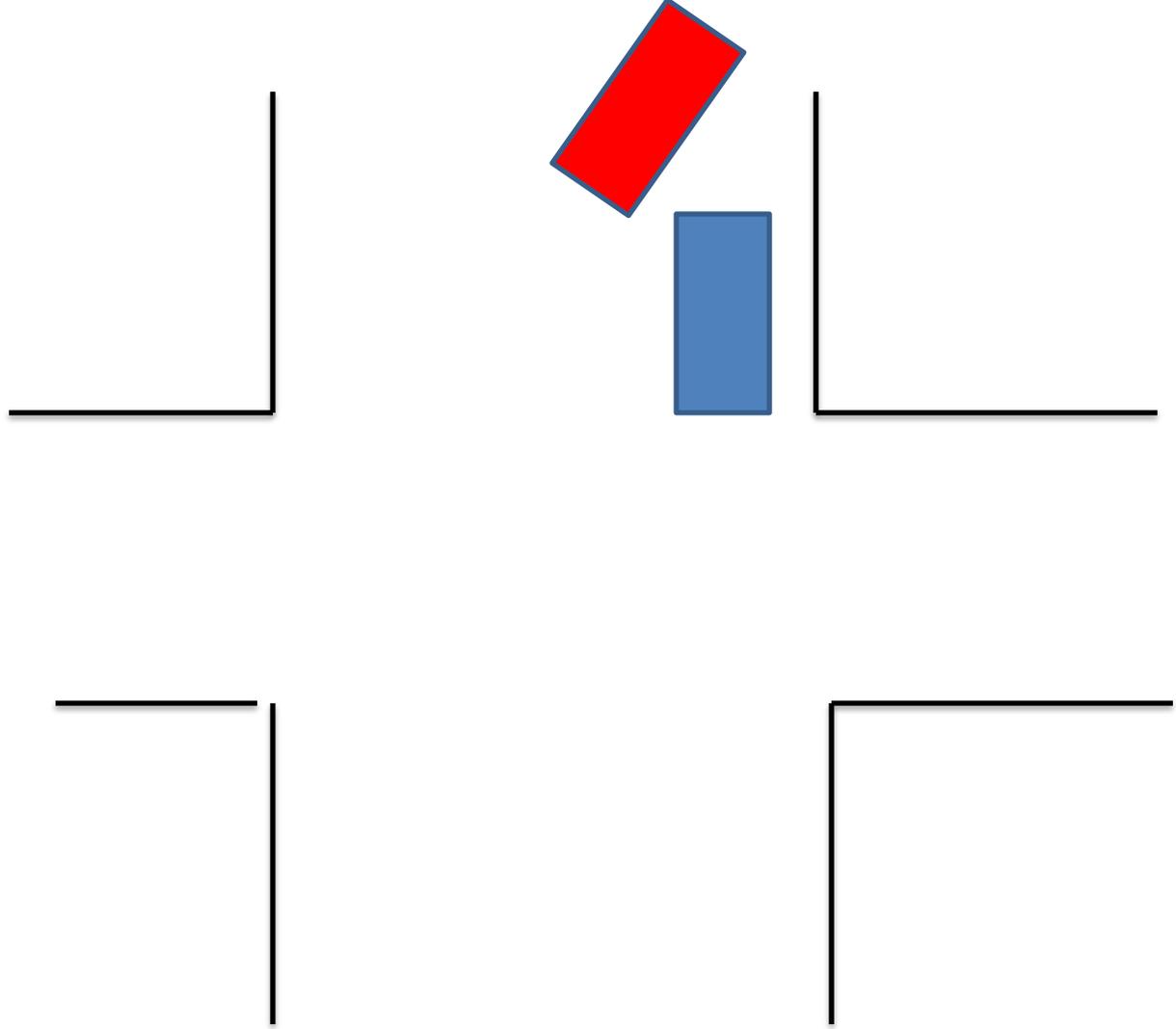
Ambush?

Lance Byers car cut off

No driveway, alley, street

He exited the car after it was hit

He was fatally shot



Given what you know; The death of Lance Byers was a result of:

- A. Road Rage
- B. Workplace Violence
- C. Something else



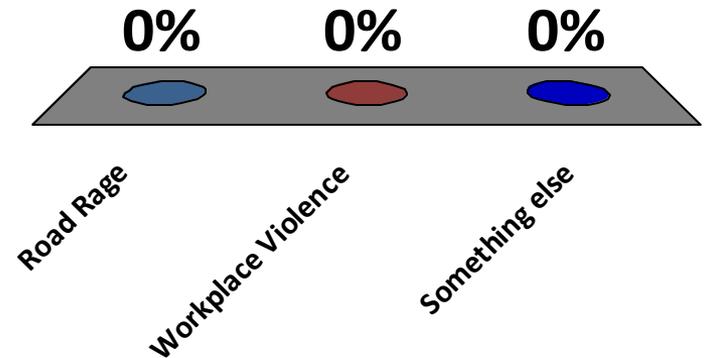
Lance Byers February 28, 2012

On Tuesday, February 28, 2012 Lance was on his way to work at a Department of Human Service Building in Grand Rapids MI. A car occupied by an unemployed welfare client and her brother cut him off just past an intersection near his work place. He got out of his car and was shot at point blank range. The shooter was a client who he had interacted with for the last year. He had met with the client the previous Friday to review her welfare benefit status. Court settled the case, client was sentenced to 20-25 years. Ruled and reported as "Road Rage" incident resulting in 2nd degree murder instead of 1st.



Given additional information acquired via investigation and root cause analysis; The death of Lance Byers was a result of:

- A. Road Rage
- B. Workplace Violence
- C. Something else



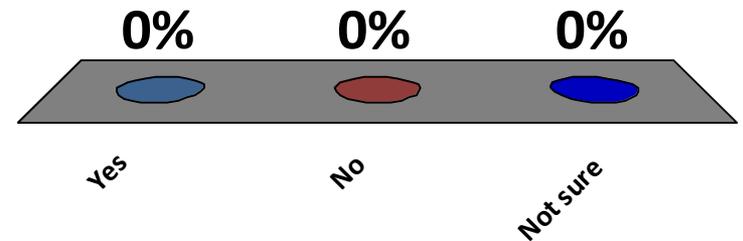
Solutions



- Warning workers when threats are made
- Deterring bullies and violence through clear enforcement of zero tolerance
- Educate Police about the existence of Lisa's Law
 - It is illegal to threaten a social worker in Michigan
 - Named after Lisa Putnam, UAW member killed during a house call
- Management should have notified client of restored benefits.

Does your employer have a workplace violence policy established ?

- A. Yes
- B. No
- C. Not sure



Controlling Workplace Violence

Workplace violence, like other occupational hazards, is best dealt with through the Hierarchy of Controls.



Controlling Violence -Hierarchy

- Elimination:
 - Keep weapons out of the workplace
- Engineering controls:
 - Bullet proof barriers where applicable and appropriate
- Administrative Controls:
 - Procedures such as checking identification and limiting access where appropriate
- Work practice controls:
 - Training our members how to deal with hostile encounters
- Personal protective equipment:
 - bullet proof vests where appropriate

Each Workplace – Union Represented or not should have:

- **A written workplace violence prevention program.**
- **An Emergency Response Program, including a planned response to violent incidents.**
- **An active type of Employee Assistance Program (EAP) to help members under stress, which is often the root cause of the dangers we face everyday at home and at work.**
- **Employee access to targeted mental health and counseling referrals.**
- **Policies which eliminate weapons from the workplace to the degree possible, reducing the climate of fear and the potential for disaster.**

Employee 'Bill of Rights'

- Management should be required to react swiftly and seriously to all violent incidents and credible threats of violence. Menacing behavior, including but not limited to the use of a weapon, is either stalking or assault and must not be tolerated.

Employee 'Bill of Rights'

In Represented facilities:

- Any anti-violence program adopted by management should be subject to union input, review, and approval.
- Union Health and Safety, EAP and other Bargaining Representatives should participate in the development and implementation of explicit policies and procedures regarding job-related violence and abuse in the workplace, as well as security and emergency response.

Employee 'Bill of Rights'

- We must also be able to participate in investigations of job-related complaints and incidents involving actual or potential violence and abuse, and make recommendations for preventive measures.
- The primary responsibility for review of interpersonal anti-violence policies rests with Bargaining Representatives and Employee Assistance Programs.

No Profiling

- Oppose efforts by some in management to respond to concerns or exploit publicity by moving against workers based on a “profile” of violence-prone characteristics.
- Other than a previous history of violent behavior, there is no credible profile that accurately predicts whether an individual is likely to commit a violent act.

Take a Stand Against Violence in the Workplace

In January, 2017 the Occupational Safety and Health Administration (OSHA) committed to developing a workplace violence standard to protect working people from violence on the job..

Take a Stand Against Violence in the Workplace

The agency continues collecting information on why a standard is needed and how best to protect workers.



Take a Stand Against Violence in the Workplace

- More than 2 million reports each year
- Jobs that interact with the public are at a much higher risk
- Establish zero tolerance policies through the Hierarchy of Controls
- Utilize OSHA resources & websites:
 - ✓ www.whistleblowers.gov
 - ✓ Onsite Consultation Program (free and confidential)

EAT MORE CACTUS

