

North Dakota State University

Supervisor Safety Training *Who is Responsible and Accountable?*

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Training Topics

- What is Your Responsibility as a Supervisor?
- Workforce Safety & Insurance
- Premiums – Who is responsible?
- Direct & Indirect Costs
- Elements of the Risk Management Program
- Requirements by WSI/RMP
- Reporting and Investigation Process
- Claims Management
- Ergonomics
- Substance Abuse
- Training and Other Requirements

Who is Responsible?

- **University Police and Safety Office**
 - Administer training programs
 - Assist in coordinating plans and procedures for safety emergencies and concerns
 - Assist in identifying potential work place hazards
 - Provide information to personnel in obtaining appropriate personal protective equipment (PPE, respirators, etc.)
 - Perform ergonomic assessments and training
 - Evaluate performance of fume hoods and other equipment; chemical storage; fire alarms, and drills; sprinkler systems; etc.
 - Conduct **mandatory** Baseline and Supervisor Safety Training
 - Coordinate workers compensation claims, incident and investigation reporting and return to work program.
 - Dispose of hazardous waste for researchers

Responsibilities

- **Individual Campus Departments**
 - Provide **Mandatory** University Training
 - Document training and maintain those records
 - Make completion of Safety Training part of the annual Responsibility Review
 - Report incidents and hazards immediately
 - Maintain a safe and healthy work environment
 - Follow all Safety Policies and Procedures
 - Cover the cost of certain medical evaluations, exams, immunizations, and vaccinations if required.
 - Pay for equipment purchases and/or repairs
 - Purchase personal protective equipment (PPE) and enforce it's use.

Responsibilities

- **Supervisors**
 - Keep areas safe from risks and hazards
 - Emphasize the importance of safe behaviors
 - Educate employees regarding safety performance
 - Make safety part of every job or task
 - Promote safety as the right thing to do
 - Emphasize good judgment and common sense
 - Communicate clear safety goals and methods of achievement
 - Provide leadership and direction
 - Train and educate in policies and procedures
 - Enforce compliance with Safety rules and practices
 - Complete incident reports and conduct investigations

Responsibilities

- **Supervisors Legal Responsibility**
 - All employees and officials have a critical role in the Risk Management process and loss control.
 - Besides an ethical and moral duty, you have a legal responsibility for safety supervision
 - Supervisors can be held criminally liable for serious injury or death of an employee if they have been willfully negligent in their duties
 - Supervisors can face fines and prison time for serious and/or willful acts/violations

Responsibilities

- **Faculty & Staff (All Employees)**
 - Work safely 100% of the time
 - Follow and comply with required and recommended rules, regulations and guidelines
 - Attend and participate in **mandatory** training programs (Baseline Safety, Supervisor Safety, etc.)
 - Report incidents immediately – remember the 24 hour reporting requirements

Responsibilities

- **Principal Investigators**
 - Design and complete required protocols
 - Work with the Attending Vet, IACUC, IRB, IBC, and UP&SO to identify potential problems and risks to personnel
 - Identify potential hazards and risks for all personnel supervised based on the type of work they will be doing (e.g., allergies; kicks, bites, scratches; zoonosis; infectious agents)
 - Know and understand all rules and regulations that are consistent with the protocol
 - Pay for certain medical costs like evaluations, exams and immunizations
 - Provide for and conduct all required training
 - Document and maintain all required training records

Responsibilities

- **Designated Medical Providers**
 - Provides care for injuries and illnesses associated with the work activity.
 - Serves as the Occupational Health Provider for the NDSU's Occupational Health and Safety Program.
 - Provide medical evaluations, exams and immunizations to high-risk and other designated personnel
 - Assists in identifying further risks for personnel based on medical history or conditions (e.g., pregnant women, pre existing allergies)

What is Workforce Safety & Ins?

- Workforce Safety & Insurance (WSI) is an employer -funded insurance system covering workplace injuries, illnesses, and death (Workers Compensation).
- Workers Compensation receives no tax dollars and is totally funded by employer premium dollars.
- It is not an entitlement program (unemployment, welfare, health insurance, etc).
- Workers Compensation is a no-fault system for both employers and employees.
- Workers Compensation is “exclusive remedy” for a worker injured on the job. Employers are immune from liability actions, but there is not exclusive immunity from prosecution – **can still be held liable in a criminal court of law for a willful act/violation.**

The Role of Workers Compensation

- Administers the Worker's Compensation program in North Dakota.
- ND is a Monopolistic State – WSI is the sole provider for Workers Compensation coverage in ND.
- Collect premiums from employers
- Processes claims filed by injured workers.
- Promotes workplace safety by assisting employers in providing safe work environments for their workers.

NDSU Premiums

- **What determines the amount of premium?**

1. **Rate class** of covered employee - example

Rate 9007 Custodians - \$4.27

Rate 0006 Farming - \$6.13

2. **Amount of payroll** - first \$20,500 per employee

\$4.27 per \$100 of payroll up to \$20,500

\$6.13 per \$100 of payroll up to \$20,500

3. **Experience modification rate (EMR)**

Based on **frequency** and **severity** of claims

Can range from a 75% surcharge to a 75% discount.

Premiums - Example

- **NDSU**

- 2006 – 2007 Premium Year

- Base Premium \$675,918.50

- Experience Rate (+11.3%) \$ 76,378.79

- Total to WSI \$752,297.29

- Remember the experience rate can range from a -75% discount to a + 75% surcharge. This is where your responsibility to control and prevent injuries is so important. The number of claims we have and severity of those claims determines NDSU's Experience Rate.

Additional Costs to NDSU

Direct Costs

Medical bills
Lost wages
Permanency payments
Rehabilitation payments
Death benefits
Scholarships
Property repair or replacement

Indirect Costs

Lost work time
Lost productivity
Down time
Overtime, schedule delays,
Litigation
Administrative time
Training replacements
Absenteeism; turnover

Indirect cost on average are at least four times greater than direct costs - these are costs we do not see or budget for!

Reducing Premiums & Other Costs

- Identify and correct areas of concern before an injury occurs.
Proactive vs. Reactive!
- Reduce claims frequency and severity rates.
 - The average medical claim is \$795.
 - The average lost time claim is \$31,000
- Cooperate with the reporting and investigation requirements (within 24 hours)
- Develop guidelines for investigating workplace incidents
- Participate in the Return to Work Program
 - Modify injured worker's job duties to meet medical restrictions or work with the Claims Specialist to find Transitional Work.
- Require that everyone attend Mandatory Training!

Risk Management/Safety Program

- The Human Factor is the most important reason for the Safety Program (people are our most valuable resource).
- As Supervisors you are required to identify recognized potential hazards and implement corrective action
- Communicate the importance of the Safety Program to staff members.
 - Assign responsibilities and authority as necessary to carry out the plan.
 - Hold members accountable for safety goals and objectives.
 - Participate in University-wide safety programs.
 - Develop comprehensive orientation, training, and education programs
 - Conduct periodic safety inspections

Risk Management/Safety Program

The Risk Management Program was established by the ND Legislature to help reduce the number of injuries to employees and reduce claims by assisting state employers.

- Requires a written safety program that includes defined elements
- Each element requirement must be completed in order to qualify for the premium discount.

Required Elements of Safety Program

- Safety Mission Statement signed by the President
- General Safety Rules
- Incident & Investigation/Near Miss Reporting
- Claims Management
- Designated Medical Provider
- Essential Functions/Job Descriptions
- Safe Operating Procedures – all staff and specific to job
- Ergonomics Program and Assessments
- Self Inspections/Hazard Recognition
- Mandatory/Required Training
- Substance Abuse Program
- Asbestos and Radiation Awareness
- Security
- HIPAA

Safety Policy Statement

- The Safety Policy outlines everyone's responsibilities
 - Management Commitment
 - Top management must demonstrate total commitment to the safety program
 - An effective program considers Faculty, Staff and Student safety and health as a fundamental responsibility to the University
 - Supporting all safety rules, policies and procedures is or should be a condition of employment
 - Training and the elimination of hazards is a mandatory practice
 - Employees
 - Follow all safety rules and attend all mandatory safety training
 - Report unsafe conditions and events immediately

General Safety Rules

- Train employees to know and understand the rules. The rules are posted in buildings and on the web (General Safety Rules)
- Hold employees accountable for following the rules. (Responsibility Review)
- Enforce policies and procedures.
- Lead by example – “Follow the Rules”.
- Encourage positive behavior.
- Let employees know that they can come to you with safety concerns.

Substance Abuse Program

- **Know NDSU's Drug and Alcohol Policy & Program**
 - SBHE Policy Manual, Section 918
- **Supervisors Address Work Related Concerns**
 - Employees with substance abuse problems are absent 16 times more often and file 5 times more workers compensations claims than employees who do not have substance abuse problems.
 - Morale problems
 - Impaired judgment
 - Poor work performance
 - Workplace incidents/near misses
 - Theft
 - Employee well being

Substance Abuse Program

- The University recognizes that chemical dependency is a disease and that there are treatment programs available to help individuals experiencing problems.
- When appropriate, NDSU personnel will refer students, faculty and staff to agencies outside of NDSU for treatment/rehabilitation for addiction to alcohol or other drugs.
 - Students to Disability and Counseling Services
 - NDSU Benefited employees to “The Village”

Watch for Behavioral Patterns

- *Absenteeism*
 - Tardiness
 - Quits early
 - Does not return from lunch
 - Short notice of days off for several days
 - Frequent days off
- *Job Performance*
 - Misses deadlines
 - Frequent errors
 - Memory lapses
 - Poor concentration
 - Lower job efficiency
 - Frequent criticism from supervisor

Behavioral Patterns

- *General Behavior*
 - Not doing his/her share
 - Overreacting
 - Aggressive belligerent behavior
 - Frequent minor injuries
 - Avoids co-workers
 - Makes untrue statements
 - Legal/financial problems

Confrontation – Your Responsibility

- **First** – Communicate after observing behavioral patterns
 - A caring but firm attitude
 - **Hear** the employee and treat with respect and concern
 - The condition could be related to a health condition
- **Second** – Be Attentive
 - Our approach is to offer assistance, not to be punitive.
 - Always involve Human Resources
- **Third** – Document
 - Incidents and examples of performance problems
 - The expectation of corrective actions – be very clear

What to Document

- The names of persons involved
- The time, date, and location
- What occurred
- Names of witnesses
- Action taken
- Remember to focus on job performance
- Refer to the *Substance Abuse Investigation Report Form*

Responding to Emergency Events

- Know what to do in the immediate wake of a disaster (recommend CERT Program Training).
 - CERT – Community Emergency Response Team
- Know who is responsible for what in a disaster.
- Follow procedures for emergency response.
- Respond to activities that involve your area of expertise.
- Prepare an emergency plan for you and your family.
- Prepare and train your staff in disaster preparedness for your area.

Reporting & Prevention Tools

- **Near Miss Reporting** - Potential hazard that could cause injury
 - Complete Near Miss Form and forward to the Safety Office **or** remove the hazard
 - Unsafe condition
 - Unsafe use of equipment
 - Unsafe equipment
 - Unsafe act - Behavior
 - Examples:
 - Faulty electrical cords (frayed, grounding prong missing, etc.)
 - Broken ladder
 - Blocked exit
 - No signage for wet floor or signage left up too long
 - Loose railing
 - Poor housekeeping, unsanitary conditions
 - Water leak, icy conditions, coffee spill
 - Not following proper procedures, rushing

Near Miss Report

Most Important Prevention Tool

- You see a safety concern.
 - ◆ Unsafe Condition
 - ◆ Unsafe Act
- Fill out Near Miss Report
- Supervisor:
 - ◆ Identifies causes
 - ◆ Takes Corrective Action
 - ◆ Remove the hazard
 - ◆ Contact Custodian
 - ◆ Complete Work Order
 - ◆ Address behavior and/or performance
- Submit to the UP&SO



NDSU Near Miss Report

A near miss is a potential hazard or incident that has not resulted in any personal injury. Unsafe working conditions, unsafe employee work habits, improper use of equipment, or use of malfunctioning equipment have the potential to cause work related injuries. It is everyone's responsibility to report and/or correct these potential accident/incidents immediately. Please complete this form as a means to report these near-miss situations

Department/Location _____ Date: _____

Time _____ am pm

Please check all appropriate conditions:

Unsafe Act Unsafe Equipment
 Unsafe Condition Unsafe Use of Equipment

Description of incident or potential hazard: _____

Employee Signature (optional) _____ Date _____
Give this form to your supervisor

Near Miss Investigation

Description of the near-miss condition: _____

Causes (primary and contributing) _____

Corrective action taken (Remove the hazard, replace, repair, or retrain in the proper procedures for the task)

Signed: _____ Date Completed _____

Not completed for the following reason: _____

Management _____ Date _____

Return to OSEH:

On campus:
Office of Safety and Environmental Health
ANPC Building
NDSU Campus

Off campus:
Office of Safety and Environmental Health
North Dakota State University
1801 - 15th Avenue North
PO Box 5569
Fargo, ND 58105-5569

Reporting & Prevention Tools

- **Incident Reporting** - *ND Risk Management and Workers Compensation require all incidents to be reported immediately or within 24 hours of the injury.*
 - Any type of event or occurrence (**medical treatment or not**)
 - If it is an emergency, call 911
 - Assess the need for outside medical treatment
 - Is first aid enough or does the employee need to get medical treatment?
 - If medical treatment is necessary, it is imperative that you direct the employee to the **Designated Medical Provider**

Completing the Incident Report

- Incident Forms must be completed, signed and dated **within 24 hours**.
- The report must be dropped off (1801 15th Ave N) or faxed to the Claims Specialist, UP&SO within **24 hours** (231-6739).
- Employee is to cooperate with the investigation process.
- The Supervisor must complete the Supervisors Report immediately and forward it to the Claims Specialist (**24 hour** reporting requirement).
- Refer injured worker to the Claims Specialist at UP&SO to complete Workers Comp Forms immediately following medical treatment (within **24 hours**).

Investigations

- **Most important prevention tool you have!!**
- Goals:
 - Address unsafe conditions, unsafe acts and behavior
 - Prevent incident from happening again
 - Determine the causes of an incident or event
 - Not to “assign blame” or “find fault”
- Supervisors, Managers, Dept. Heads responsibility
 - Conduct an **“actual investigation”**
 - Complete the necessary paper work (**24 hrs**)
 - Be prepared to take immediate preventive action
 - Communicate effectively and demonstrate control
 - Be professional - saving lives is serious

Conducting the Investigation

- Detailed incident description with specific actions of the injured worker just before, during and after the incident.
 - Specific body parts affected (right, left, upper, lower)
 - Who, What, How, When, Where
 - Witnesses, others involved? (do this privately)
 - Other factors: medications, drugs, alcohol, ill, double shift, etc.
 - Machines, tools, equipment, chemicals, environmental conditions, etc.
 - Time of incident, exact location, doing normal duties, coming off a vacation.

Conducting the Investigation

- **Use open ended questions** and don't be defensive or judgmental – “What happened?” “How did it happen?”
- Repetitive motion injuries – provide a description of motions conducted, how often and type of material being handled? (Carpal Tunnel, low back, shoulder, etc.)
- *Determine the Primary & Contributing Causes!*

Supervisor's Report Form

Risk Management Incident Report - Page 2

Supervisor Report

Employee Name: _____ Date of Injury _____

Section 5

Body part injured—be specific (example: right wrist, left knee)

Describe safety policies and procedures in effect that relate to this incident?

Supervisor's details of actual incident from investigation (who, what, where, when, how and why)

What immediate action was taken?

Supervisor's investigation comments and/or diagram (additional sheet, if necessary):

Supervisor's corrective action taken to prevent re-occurrence (remove, repair, replace, or retrain):

Name of supervisor (print): _____

Signature/Date _____ Department _____ Campus Phone # _____

Forward this form by Fax to 231-6739 or by campus mail to OSEH, ANPC Office Building

FOR OFFICE USE ONLY		
Signature of Agency Risk Management Contact	Date	Telephone Number
Date Faxed		
Distribution: Supervisor	Claims Coordinator	Office of Risk Management Division

RISK MANAGEMENT INCIDENT Form 403

Complete an "Actual Investigation"

- ✓ **Identify all causes!**
- ✓ **Corrective Actions - The 4 R's**
 - ✓ **Remove – dangerous situation..**
 - ✓ **Repair – Equipment, process....**
 - ✓ **Replace – damaged equipment, process, procedure.....**
 - ✓ **Retrain – more training, follow procedures, specific.....**
- ✓ **Never leave this form blank**
- ✓ **Sign, date & forward to UP&SO within 24 hours!**

Primary & Contributing Causes

- **Determine causes- primary and contributing**
 - Events are usually precipitated by at least two causes.
 - Behavior accounts for approximately 90% of all injuries.
 - Something we did or did not do:
 - In a hurry, using shortcuts
 - Not paying attention
 - Not following procedures
 - Creating a hazardous situation for others
 - Poor direction
 - Not being held accountable
 - **Not reporting in a timely manner**
 - Look at all causes!!!!!!

Causes - Primary & Contributing

- **Unsafe Conditions**

- Poor lighting
- Poor ventilation
- Crowded work area
- Poor storage
- Inadequate exits
- Poor housekeeping practices
- Unsafe environmental conditions such as slippery floors
- Improper PPE
- Defective Equipment

Causes - Primary & Contributing

- **Unsafe Acts – Cause 90% of all injuries**
 - Improper behavior and attitude
 - Fatigue
 - Defective hearing/eye-sight
 - Muscle weakness
 - Lack of required skill
 - Intoxication (alcohol, drugs, etc.)
 - Lack of required knowledge
 - Lack of proper training
 - Frustrations when goals cannot be met
 - Obstacles that can prevent satisfactory performance

Causes - Primary & Contributing

- **Poor Supervision – this can be a learning process.**
 - Inadequate instructions & employee training
 - Job and/or safety rules not being enforced
 - Inadequate PPE & mandatory use
 - Not providing the correct tool or equipment
 - Inadequate inspection of equipment and facilities
 - Poor planning or improper job procedures
 - Rushing the worker
 - Lack of accountability & employee motivation

Causes - Primary & Contributing

- **Worker Job Practices**
 - Using shortcuts and/or working too fast
 - Not using proper tools or equipment
 - Incorrect, or failure to use, protective equipment
 - Horseplay
 - Disregard of safety rules
 - Inattention or inexperience
 - Physically or mentally impaired
 - Improper body motion
 - Action of fellow worker
 - Improper personal clothing
 - Improper footwear for the conditions

Causes - Primary & Contributing

- **Unsafe Material, Tools, or Equipment-**

- Ineffective machine guarding
- Unguarded equipment (why, who removed, etc..)
- Defective materials or tools
- Improper or poor equipment design
- Altering equipment from manufacturers intended use
- Inadequate maintenance schedule
- Faulty/unsafe equipment being used
- Did the employee deviate from the job procedure?
- Was the correct equipment/tool/materials available?
- Restricted space for equipment movement
- Lack of training and proper procedures

Causes - Primary & Contributing

- **Specific - Lifting Procedures**
 - Employee attempted a lift beyond their capabilities
 - Employee did not wait for help
 - Help not available when needed
 - Lack of planning for lift
 - Failure to communicate during the lift
 - Unexpected movement during lift
 - Lift required outbound reaching
 - Failure to use mechanical device
 - Failure to use proper body mechanics & body posture
 - Staff fatigued at end of shift
 - Inadequate employee training for the procedure

Causes - Primary & Contributing

- **Specific - Physical Setup**
 - Placement of outlets, power cords, oxygen, etc.
 - Organization of room or items on shelving
 - Poor floor plan
 - Elevator not leveling
 - Slippery or wet floors
 - Clutter & poor housekeeping
 - Failure to put up or take down signage
 - Lack of storage space
 - Tripping hazards & unsafe conditions allowed to exist
 - Ice, weather conditions

Causes - Primary & Contributing

- **Needle stick/sharp objects/bloodborne exposure**
 - During use of item
 - Disassembling device or recapping used needle
 - Inadequate training
 - Bloodborne Pathogen & Exposure Control Plan
 - Spill kit was not available
 - While putting sharps into disposal container
 - Item pierced side of disposal container
 - After disposal, item protruded from trash or inappropriate container
 - Other, after use, before disposal (cleaning up, left on bed, table, floor)

Required Corrective Action

Never leave Corrective Action blank or use the following excuses: None, Unpredictable, Unavoidable, Not Applicable, Just an Accident, N/A, etc.

- Develop strategies for corrective action
- Implement solutions that eliminate the chance of a recurrence
- Establish a timetable for corrective action
- Assign responsibility for corrective action
- Look at the 4 R's

Corrective Action - Examples:

- Refer the procedure for review
- Retrain in following the procedure or updating the procedure timely
- Review the Violence in the Workplace Policy and Procedures
- Remind to be familiar with work surroundings and conditions
- *Be more attentive and slow down*
- Refer to Human Resources Department for EAP
- Retrain in using proper body mechanics and postures
- Remove unsafe shortcuts or methods
- Establish achievable goals

Corrective Action -Examples

- Provide adequate Lockout/Tagout supplies/equipment
- Conduct evaluations and retrain in proper use of safety devices
- Retrain in proper lifting techniques and use of mechanical devices
- Remove faulty equipment from service
- Address attitude and behavior
- Provide and train in use of proper personal protective equipment
- Remind employee of the immediate reporting requirements

Claims Management

- If an injury requires medical treatment, refer to the Designated Medical Provider – Meritcare Occupational Health or their DMP.
- Next - Refer to the Claims Management Specialist in the University Police and Safety Office
- Immediate reporting – Claim forms must be completed and submitted within **24 hours**
- Work with Claims Management Specialist, it is very important that you keep the office informed at all times
- Establish compliance with the Return to Work Program
- ***Do not*** just send an injured worker home without notifying the Claims Specialist.
- Document all forms of communications

Designated Medical Provider Law

65-05-28.2. Designated Medical Provider – Notice.

All employees have an option to select an additional Designated Medical Provider

- If you choose to be treated by a different provider, you must notify the Claims Management Specialist in writing prior to an injury
- You must also provide the name and address of the medical provider

If you would like to designate an additional medical provider- please notify our office and we will send you a form. 231-7759



NDSU DMP Locations

Fargo Location

MeritCare Occupational

Health Clinic

3838 12th Ave. N.,

Fargo, ND

Hours: 7:30 – 5:30

Phone: 234-4700

Outstate Locations

Northeast – Altru

Northwest – Trinity

Southwest – MedCenter 1

Southeast – MeritCare

(DMP form has a list of clinics
for your area).

Return to Work Program

- The Supervisor is responsible for modifying job duties to accommodate restrictions
- If and when necessary, temporary transitional duties will be assigned to fit the employees restrictions.
- Employees are required to accept any modified transitional work that meets the restrictions set by the medical provider.
- Recovery is 4 times faster when the injured employee is able to work.
- If you cannot accommodate, NDSU will have the injured worker complete their transitional job duties in another department, however your department will continue to pay their salary.
- The transitional, return to work program is in writing
- The transitional duty is temporary
- Non-work related health conditions are also to be taken into consideration when assigning transitional work

Training

- Who is responsible for training? The Supervisor!
- New employee orientation – Documentation
 - **Mandatory** Baseline Safety, Supervisor Safety, Specific Safe Operating Procedures (Animal Care & Use, Lab, Radiation, Respirator, Bloodborne Pathogens, Confined Space, etc.....)
- Annual refresher – Documentation
 - **Mandatory** Baseline Safety, Supervisor Safety and specific Safe Operating Procedures as outlined by department and NDSU policy
- Department specific procedures – Documentation
 - Documentation of training should comply with NDSU Records Retention Schedule
 - Must include: date, topic, instructor and signature of attendance

NDSU On-Line Training

- Hazard Communications Program and Quiz (PDF)
 - Baseline Safety Training (PDF)
 - Supervisor Safety Training (PDF)
 - Ergonomics and Quiz (PDF)
 - Bloodborne Pathogens Training and Quiz (PDF)
 - Dealing with Aggressive People (PDF)
-
- Review the training information, print and complete the quiz and send to:
 - Safety Office, ANPC, (Campus Mail)
 - Safety Office, P O Box 5569, Fargo ND 58105 (US Mail)

Other Program Requirements

- Follow specific NDSU Programs
 - Animal Care & the Occupational Health & Safety Program
 - Required for everyone working with animals
 - Lab & Chemical Safety
 - Required for everyone working in a lab with chemicals
 - Radiation Safety & Laser Training, etc.
 - Required for everyone working in those areas
- You are required to periodically update Job Descriptions
 - Include Physical Requirements
- Follow-up to Annual Facility/Fire Inspections
 - Required to document the completion of corrective action of the identified hazards within 30 days
- Computer Security Training
 - Required for all employees – Document participation
- HIPAA - Health Insurance Portability Accountability Act.
 - Required training for all employees – included on the Annual Designated Medical Provider Notice

Ergonomics

- NDSU has a program that eliminates or minimizes hazards by addressing the prevention of musculoskeletal injuries caused by exertions, repetitive motions, sustained or awkward postures.
- Expectations/Requirements
 - Recognize early signs and symptoms of ergonomically related injuries and how to report them immediately to the UP&SO
 - Conduct initial work station assessments with new and existing employee's
 - Address employee's ergonomic needs in a timely manner.
 - Discuss safety/ergonomics regularly at your dept. meetings

Expectations/Requirements

- Learn and use adjustable features and equipment
- Organize workflow
- Rotate job tasks
- Request assessments through the on line Ergonomic Evaluation Request Form or call 231-9587.
- Review the *Ergonomic Training on line*.
- Promote positive employee, supervisor relations
- Demonstrate self responsibility and healthy lifestyles
- Communicate!

Ergonomic Assessment Process

- Gather information
 - Interview the employee
 - What are the job tasks?
 - How often do you do these tasks each day?
 - How long have you noticed this pain?
 - What specifically hurts?
 - When does it hurt the most?
 - Do you take regular breaks?
 - What irritates it the most?
 - What do you think the issue is?
 - What do you think will help?

Ergonomic Assessment Process

- Observe the employee
 - Watch them work for awhile
 - Encourage them to work as they “normally” would
 - How do they interact with their environment?
- Evaluate how the existing set-up looks
- Adjust what is already there
- Make your adjustments/recommendations
- Follow-up
- If still deficient – call UP&SO for an assessment
- TRAIN

Reinforce Positive Habits

- Reminders of Safe Behavior
 - Circulate the Safety Newsletter
- Positive Reinforcement is the most effective method
 - Thank your employees for Safe Behavior
 - Set a good example yourself by following the rules and being consistent in your approach towards safety
 - Catch your people doing something **Right!**

Leadership is the Key to Safety

- **Personal Example**
 - Set an example for safe behavior – be a leader
 - Show your commitment to safety – be assertive
 - Enforce safe operations and job procedures – be decisive
 - Participate in safety activities – meetings, inspections, etc.
 - Wear your personal protective equipment
 - Give credit when due – be supportive
 - Listen to workers – be available
 - Show a positive attitude – be enthusiastic.
 - Inspire a team effort – be a coach