

THE INCIDENT REPORT

...a monthly newsletter from Districts Mutual Insurance

December 2011

Volume 7 - Issue 6

The DEC PAGE: DMI Website Update - STEVEN STOEGER-MOORE, EXEC VP - DMI

Hopefully you have this marked the DMI website as one of your "favorites". Our website has been a constantly evolving resource providing easy access to a variety of risk management / environmental health and safety information as well as frequently used insurance and loss-control related forms. The website also contains proprietary information developed by DMI for the exclusive use of the Colleges in the password protected area.

We are routinely adding information to the website and plan to add even more in the future. Our hosting account size has been increased to accommodate the growing volume of information; which has begun to create its own set of organizational issues. To address this issue and expand its capabilities the website is being "renovated". A project is currently underway that will both improve the user experience and expand the range of information available. The updated website will be unveiled at the January 2012 Quarterly Meetings by Geri Justinger, DMI Administrative Consultant. An overview presentation will be made and usernames and passwords will be distributed to each meeting group. Beta-testing for the updated website is scheduled to begin early January - if you are interested in helping "test" please contact Geri by the end of the year - no special "skills" are needed.

News, Announcements, etc...



DMI Holiday Office Hours and Wish

The DMI offices will be closed on December 26th and 27th in observation of the Christmas Holiday. The office will be open December 28th and 29th (with limited staffing) and then closed on December 30th in observation of the New Year Holiday. Please also note: MVR checks submitted during the week of December 26th - 30th will be delayed due to holiday hours of various service providers. Normal office hours will resume on Monday, January 2nd, 2012.

Each of us at DMI: Steve, Tim and Geri, would like to wish you all a safe and healthy Holiday Season that is full of everything that brings you joy!

Quote of the Month

Plenty of people miss their share of happiness, not because they never found it, but because they didn't stop to enjoy it.

- William Feather, Writer



BRIGHT IDEAS:

On October 20th, I had the privilege to meet with the representatives that have responsibilities for Environmental, Health and Safety at their respective colleges.

Attitude is Everything

Tim Greene - Risk and Loss Control Consultant - DMI

One of the standing agenda items for our meetings is to review loss history for Workers Compensation claims for all of the colleges. The top two claim categories are always "Slips/Trips/Falls" and "Manual Material Handling".

Insuring Risk - Sharing Rewards

BRIGHT IDEAS: Attitude is Everything (continued)

We often have discussions on what actions or strategies could be taken to prevent these types of injuries and I will hear comments similar to, "Well, it **is** winter in Wisconsin, people slip and fall," or "These are maintenance/custodial workers, their work requires them to move materials - it's the nature of the work". These comments are typically made by co-workers as well as supervisors.

I recently read an article from SafetyXChange that talked about changing attitude as they relate to accident prevention. I feel the author hit the nail on the head when he mentioned that the behavior/attitude of the supervisor or safety professional will be mirrored by the worker. As you read this article, substitute the location with an area that has a high incident rate at your college.

To Prevent Accidents, We Must Change Attitudes

By Tony Newport - SafetyXChange - October 25, 2011

I recently heard a comment that I just can't get out of my head. I was with a group of colleagues who were discussing a workplace that had experienced several accidents all in one day. One person said that this should make folks more vigilant about prevention. Another said: "They happened in a manufacturing plant." It was a simple comment. But it was said with the conviction that accidents in a manufacturing plant are bound to happen. It came across as an acceptance, almost condoning that this was all right. I was taken aback. Accidents in a manufacturing plant are not okay. It wasn't the few words that bothered me, it was the attitude.

Attitudes Can Jeopardize the Efforts of a Learning Organization

Many organizations today strive to create a learning organization, which can be defined as one that is continually learning new KSAs (knowledge, skills, abilities and attitudes). Workers improve their skills and then take that learning to the workplace where they apply their newly acquired knowledge and teach others, thereby raising the skills of the entire organization.

For health and safety, much effort is afforded and applied to increasing knowledge, skills and abilities. The results can often be measured and ranked with a clear picture of "where are we now." The elusive KSA, the one not easily

seen or measured is often the one that enables or impairs the learning organization. This is attitude.

How Safety Professionals Can Affect Attitude

Injury prevention and a target of zero accidents is a bold undertaking, and health and safety programs with these objectives may be asking the workforce to undergo extraordinary change. Behaviors are expected to be drastically different from past history. While increasing knowledge, skills and abilities will help effect these changes, it's the workers' attitudes that matters most. Why are workers' attitudes so important? Because they're the route to safe behavior.

Sometimes safety supervisors find they can't always directly influence workers' behavior. Rules may not work; training may not work. But attitudes usually drive behavior. People learn by watching others. They pay attention to what others do and what they say are teaching tools. Workers' attitudes reflect their evaluation of what they've learned.

As a safety or educational professional, you can help change other's attitudes by your own beliefs and the attitude you exhibit towards those beliefs. Let's use prevention as an example. If you believe that accidents in your workplace can be prevented, your attitude (and your behavior) will reflect that belief. And your attitude in turn will affect what your workers believe and, ultimately, how they behave. If you can change just one attitude that injury prevention is possible and worth achieving, it can go a long way to changing lives. (By the way, if you secretly don't believe that accidents in your workplace can be prevented, don't fool yourself: That belief will come through in your attitude.)

Conclusion

It's difficult to measure the culture and values of an organization; however making a contribution to changing attitudes is something everyone can take pride in being part of. Remember: What I do, what I say and how I say it can change lives and prevent accidents! Organizations that can effect this change in attitude are true learning organizations.

Insuring Risk - Sharing Rewards