

April 7, 2011

MEMORANDUM NO: 011-25HR

TO: Agency Administrators

FROM: Bobbie Chappell

VIA: Rip Colvin, Executive Director

RE: Safety Outlook Newsletter March/April 2011

Please find attached the March/April issue of the Safety Outlook Newsletter from Risk Management. In this issue, find out how you can improve safety and productivity by helping employees manage stress on and off the job. Also, find out which type of workers are twice as likely to sustain injuries, and what you can do to reduce the likelihood of injuries occurring to those workers. Finally, learn what one agency is doing to stay on top of their safety game.

Please feel free to distribute to other interested parties.

Thank you.

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THE SAFETY OUTLOOK

providing you a new look at safety



Florida Department of Financial Services, Division of Risk Management

March/April 2011

Volume 1, Issue 6



FDLE CAPITOL POLICE OFFERS SAFETY AND CRIME PREVENTION COURSES

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As a safety coordinator, you are probably very familiar with the role and function of the Florida Department of Law Enforcement (FDLE) Capitol police. The FDLE Capitol Police are state law enforcement officers whose mission is to serve the safety and security needs of both the legislative and executive branches of state government. Their primary role is to protect the security of the Governor, the Lieutenant Governor, and members of the Florida House and Senate.

In addition to protecting important state officials, the FDLE Capitol Police offers a variety of safety and crime prevention classes for state employees that are designed to improve awareness and share the fundamentals of crime prevention that will ensure a safe and secure workplace for all 48 agencies and universities.

Some of the classes offered include: Workplace Violence, Personal Safety, Office Security, Identify Theft, and Rape and Aggression Defense for Women (R.A.D.)

The classes presented by FDLE Capitol police are all offered in Tallahassee; however, FDLE Capitol Police and the Division of Risk Management State of Florida Loss Prevention Program have

recently teamed up to offer the training to all 48 agencies and universities through webinars.

The partnership will allow more agencies throughout the state to have access to valuable safety training that will help keep workplaces and state employees safe. For more information on the training courses offered by FDLE, contact the State of Florida Loss Prevention program at statelosspreventionprogram@myfloridacfo.com



SICK EMPLOYEES MAY CAUSE MORE HARM THAN GOOD

Each year, thousands of employees come to work sick with a cold or with the flu. In fact, a study by Accountemps reveals that 76 percent of employees “somewhat frequently” come to work when feeling under the weather. Although sick employees come to work with good intentions, their good intentions may actually backfire because they infect the whole team by spreading their germs and infections to others.

With this in mind, have you considered the impact sick workers are having on the health and safety of other workers? Have you also thought about the loss of productivity that sick workers generate by coming to work instead of staying home?

Here are some facts for you to consider regarding sick employees that opt to come to work. According to the Journal of Occupational and Environmental Medicine, employees who work with a cold lose about six hours of productivity for the duration of the cold. If each worker has four colds per year, that comes to 24 hours, or three days worth of lost productivity per worker annually. The collective loss for U.S. businesses to the common cold is \$20 billion to \$25 billion annually.

Also, employees that come to work sick can affect the health and safety of others. Employees who are sick can

easily spread germs to others through sneezing or coughing, which could infect your entire team.

The next time an employee comes to work sick or becomes ill while at work, consider allowing him or her to recuperate at home while on sick leave because sick employees often cost additional money through loss productivity. As well, they can present health and safety problems for many workers in the entire office. Please check with your human resource department to determine your agency’s policy for sick employees and their attendance.



BRAIN INJURY AWARENESS

Did you know that March was National Brain Injury Awareness Month? Well, here are some important facts and tips that you should know about brain injuries. The most common type of brain injury is a concussion, which is considered a traumatic brain injury (TBI). TBIs can affect one’s sensory processing, cognition, movement, communication, and behavior.

Remember using proper personal protective equipment to protect your head may very well be the best safety

measure to prevent and reduce brain injuries. For more information on brain injury awareness, visit the Center for Disease Control’s website at <http://www.cdc.gov/concussion/headsup/index.html?source=govdeliv> to learn about the CDC’s Heads Up Educational Initiative that offers health care professionals, sports coaches and others information on brain injury prevention.

SHIFT WORKERS TWICE AS LIKELY TO SUSTAIN INJURIES

Most agencies and universities operate during normal business hours which are Monday through Friday from 8:00 a.m. to 5:00 p.m.; however, there are some Florida agencies, such as the Department of Children and Families, the Department of Lottery, and many others that never close their doors. Their hours of operation are 24 hours a day, seven days a week.

Safety Coordinators and Risk Managers must ensure the safety of all workers, including those that work rotating and overnight shifts. According to a recently published study, done by the University of British Columbia, those employees working overnight or rotating shifts are nearly twice as likely to sustain an on-the-job injury than those employees working day shifts.

A number of factors contribute to shift workers being prone to injury. It is very important to implement safety and loss prevention measures that reduce those injuries. Here are a few common effects of shift work and tips to reduce these negative effects.

- Reduces workplace safety and alertness.
- Upsets the body's circadian rhythm.
- May cause cardiovascular system disorders.
- Disrupts family and social life.

The negative effects of shift work can be prevented. Here are some tips to share with shift workers to help reduce workplace injuries.

Ways to Reduce Negative Effects of Shift Work Include:

- Get more sleep and better sleep
- Adjust eating habits
- Exercise regularly
- Develop strategies for staying at work
- Increase interaction with friends and family

Taking time out to talk to shift workers at your agency and to offer them tips could make a difference in reducing claims and promoting safety. For additional information, visit the link at <http://www.publicaffairs.ubc.ca/2010/11/02/mr-10-163/>.



DEP'S COMMITMENT TO SAFETY EFFORTS LEADS TO SUCCESS

With a workforce comprised of full-time employees, OPS workers, and a host of volunteers, it is no wonder the Department of Environmental Protection (DEP) is known as one of the most diverse state agencies in Florida.

DEP's mission, rooted in safety and loss prevention, is to protect Florida's air, water, and land. In addition to protecting Florida's environmental resources, DEP is

committed to protecting the safety of their employees. One major effort the agency is doing to protect their employees is to train all of their floor wardens in CPR, AED, Bloodborne Pathogens and First Aid.

According to Safety Officer Jeff Loflin, the commitment and success of their Safety Program can best be described by the agency in two words "safety attitude." The Agency's commitment to promoting

a positive safety attitude and healthy safety awareness is carried throughout their entire Safety Program, which includes Safety Coordinators, a Safety Advisory Board, District Safety Managers, Safety Committees, and finally Site Safety Personnel. Mr. Loflin said that open communication and a commitment to safety all contribute to the success of their Safety Program.

(Continued on page 4)

DEP'S COMMITMENT TO SAFETY EFFORTS LEADS TO SUCCESS

(Continued from page 3)

In addition to open communication and a commitment to safety, Mr. Loflin said that getting employees involved in safety is important to the success of a Safety Program. "Safety is everyone's responsibility, and it affects both home and work life," said Loflin, who encourages all employees to take an active role in preventing claims. "If they are injured and unable to work, they likely will be unable to do much at home."

Other efforts that help to lead to DEP's success involve taking a proactive approach in addressing safety by conducting regular safety meetings in each department. Also, DEP's Safety Advisory Board

serves as a key player as members gather and create trending reports that are specific to each department. "This allows us to focus on the claims of each department so that we can address them," says Loflin. DEP also takes full use of job safety analysis reports (JSA) for each job type, which is used extensively throughout the entire agency.

Implementing and maintaining a successful Safety Program takes hard work and a commitment to safety and employees, and organizations like DEP are leading the way in maintaining a Safety Program that is committed to the gold standard of safety.

DEP won the Gold Award in 2010 for their outstanding commitment and efforts in maintaining an outstanding Safety Program.



DEP Employees Receive Gold Award at the 2010 Safety Awards

SAFETY SPOTLIGHT
Karen Shepherd
Office of Attorney General

Congratulations to Ms. Karen Shepherd for being featured as the Safety Spotlight recipient for this issue of the Safety Outlook. Ms. Shepherd serves as the Alternate Safety Coordinator in the Office of Attorney General. In this role, Ms. Shepherd is charged with keeping office buildings safe for all employees, which includes maintaining walkways and sidewalks. She has served in her current position as Alternate Safety Coordinator since September 2007, and she finds it to be very rewarding.

Ms. Shepherd is responsible for educating those around her about the importance of being committed to safety. She is also responsible for many safety procedures, including directing evacuation routes for each floor and department, and playing an

instrumental part in drafting the safety manual for her building. Although she has a passion for safety and loss prevention, she says her favorite aspect of the job is interacting with and getting to know all employees within the building.

Mrs. Shepherd has worked with the Office of Attorney General since September 1986. She began her career with the Office of Attorney General in the Capital Appeals sector as a temporary OPS employee. She has proven to be a valuable resource to the Department and has worked her way up through the years.

Outside of the office, Ms. Shepherd enjoys visiting the beaches and outlet malls of Destin, and has found camping to be an all-time favorite. A proud mom of a graduating senior at Florida State University, Ms.

Shepherd also considers herself a F.S.U. football fanatic and is a season ticket holder. She is also an active member of the Tallahassee Area Chapter of the National Institute of Governmental Purchasing. The State of Florida Loss Prevention Program recognizes Karen Shepherd as an asset to the Office of Attorney General as she continues to perform her role as Alternate Safety Coordinator.



Karen Shepherd
Office of Attorney General

MANAGING STRESS IN THE WORKPLACE CAN IMPROVE SAFETY

Stress is a reality for almost everyone. In fact, most people are not immune from stress because we live in a world that is constantly on the go, and we all experience stress on the job and in our personal lives from time to time.

Stress reportedly costs American businesses more than \$300 billion per year in terms of poor performance, absenteeism, and health care costs. There are many factors that cause stress, including a heavy workload, personal and work challenges, and family and financial problems; however, managing stress for employees and supervisors can be essential in ensuring safety and in reducing poor performance.

That's why many safety and wellness experts encourage supervisors and employees to manage their stress by taking steps on and off the job to live a balanced life.

The first step to managing stress on and off the job is to identify it. Once you identify the cause or reason for the stress, then you can create ways to manage it. Three essential ways to manage stress include getting regular exercise, scheduling time for rest and maintaining a

healthy diet. Other ways agencies and universities can help employees manage stress is by developing wellness programs. One agency that currently has an Employee Health and Wellness initiative is the Department of Children and Families (DCF). The DCF Wellness Program includes a Zumba class that employees and supervisors can attend. In addition to creating a Wellness Program, encouraging staff to take breaks and to do office stretches is another way to help employees manage their stress levels.

Managing stress in the workplace will not only help your employees, it will also help your agencies bottom line by helping to prevent claims and injuries. Below are photo highlights from a recent State of Florida Loss Prevention Program (SFLPP) *Stress Management Lunch & Learn Training Session* presented by Mrs. Jane Marks on March 25th at the Hermitage Center in Tallahassee.

For more information on training resources available through the State of Florida Loss Prevention program to help employees reduce stress, e-mail us at statelosspreventionprogram@myfloridacfo.com.



Stress Management

Presented by Mrs. Jane Marks



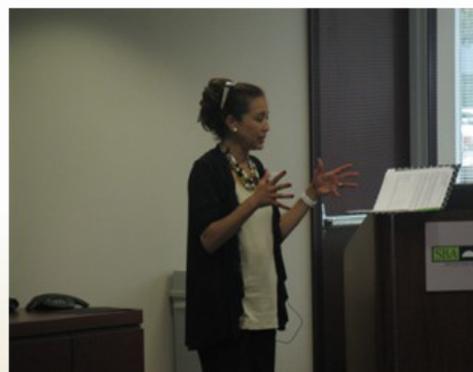
Nearly 50 state employees turned out to attend the Stress Management Training presented by Jane Marks.



Participants listen and learn during Stress Management training session.



Jane Marks tells a story to participants on ways to manage and reduce stress.

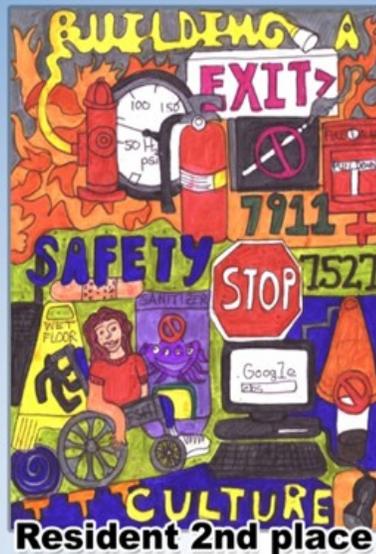
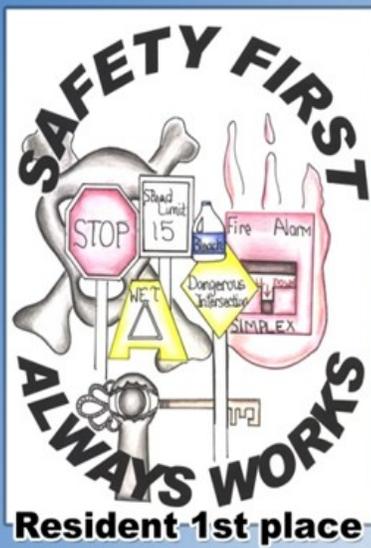


Jane Marks illustrates a point at the stress management training.

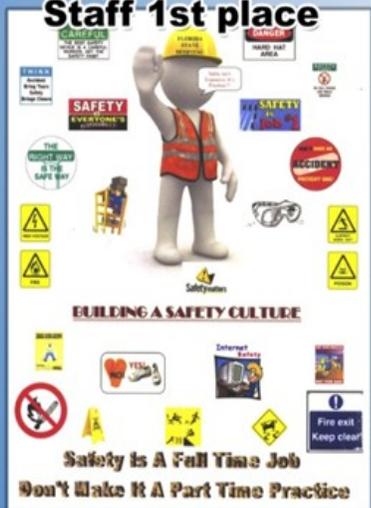
FLORIDA STATE HOSPITAL HOLDS SAFETY POSTER CONTEST

As a way to continue to improve their safety culture, Florida State Hospital held a safety poster contest for residents and staff. The contest theme was “Building a Safety Culture.” Several residents and staff participated in the event. Below are the 1st, 2nd and 3rd place winners for Resident entries and Staff entries.

The posters will be proudly posted throughout the hospital to promote a safety culture.



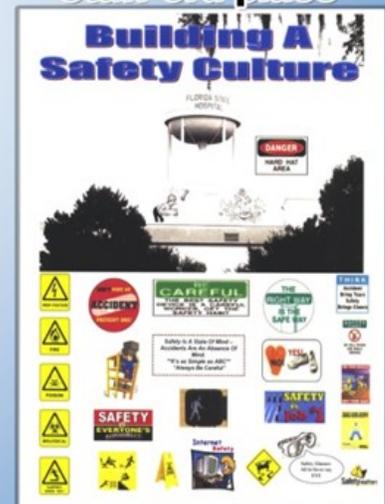
Staff 1st place



Staff 2nd place



Staff 3rd place



2011 Annual Safety Academy

This season's team is loaded with top talent that includes 24 presenters!

**SFLPP has hit a
homerun with this
year's Annual
Safety Academy!!**

**2011 Annual Safety Academy
Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, FL 32399
July 27-28, 2011**



This year, we've covered all of our bases. Check out our lineup:

- ❖ NIOSH
- ❖ Specialized Liability Sessions
- ❖ Expert Safety Sessions
- ❖ Workers' Compensation
- ❖ New Safety Coordinators and Alternate Safety Coordinators Training



Registration begins April 1, 2011. Please register early and ensure your seat for the training of your choice. You will receive the electronic email link for registration on April 1, 2011. Don't miss out on our ALL STAR presenter line up.

**Department of Financial Services
Division of Risk Management
State of Florida Loss Prevention Program**



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Media Loan Request Application Form	850/413-4756

WEB

Please visit our Virtual Library at www.myfloridacfo.com/risk. Also, the following forms can be found at the link below. Remember, it is a secure link. A username and password will be needed:

http://www.MyFloridaCFO.com/Risk/sc_toolbox.asp

- **Workers' Compensation Claim Change Form** (available electronically & in Adobe Acrobat)
- **State Liability Claim Change Form** (available electronically & in Adobe Acrobat)
- **Safety Coordinator Appointment Form** (available in Adobe Acrobat only)
- **Media Loan Request Application Form** (available in Adobe Acrobat only)

*Articles or Suggestions for Improvement of
this Newsletter are always welcome.*

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