

THE SAFETY OUTLOOK

providing you a new look at safety



Florida Department of Financial Services, Division of Risk Management

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NEW QUARTERLY SAFETY THEME FOCUSES ON WORKPLACE VIOLENCE

The month of April kicks off the State of Florida Loss Prevention Program's (SFLPP) new quarterly safety theme, which will focus on workplace violence. During the next three months (April, May, June), SFLPP will provide training sessions and educational information through our bi-monthly newsletter and e-bulletin on how to recognize and prevent violence in the workplace.

According to the U.S. Department of Labor's Bureau of Labor Statistics 2010 fact sheet, workplace shootings account for roughly 10 percent of all work-related deaths per annum in the United States. Even more alarming is that the 2010 fact sheet points out that workplace homicides are now the second highest cause of work-related deaths in America, trailing only behind transportation fatalities such as workers killed in highway accidents. In fact, the average retail employee is more likely to be shot fatally by a co-worker than a construction worker is to fall to his death, or be killed by operating heavy equipment.

There is no doubt that violence can happen in the workplace at any time. When we think of workplace violence, we often think about that disgruntled employee or customer. We also tend to think about that domestic violence situation that surfaces at the workplace. But, workplace violence is much more. The terrorist attacks that occurred in New York, Washington, D.C. and Pennsylvania on September 11 is a tragic reminder of the external threat of violence that American workplaces face today. America's workplaces and schools/universities have to be prepared to not only face the more traditional internal workplace threats, but also external threats of terrorism, including cyber terrorism. The good news is that workplace violence can be prevented. By having a written and implemented workplace violence prevention program, combined with engineering and administrative controls, employers can reduce the incidence of violence occurring in the workplace.

SFLPP looks forward to providing training for the next three months on this important topic. In April, SFLPP will present a course titled *Active Shooter Awareness*. The course is designed to provide safety coordinators with the knowledge and information needed to safely respond to an active shooter situation. For more information on this training and the other training sessions scheduled this quarter, contact the SFLPP at statelosspreventionprogram@myfloridacfo.com.



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DMS EMPLOYEES ATTEND CYBER SECURITY TRAINING SESSION

Employees with the Florida Department of Management Services (DMS) learned, as part of their third quarter safety training, how they can promote and encourage cyber security in the workplace as well as in the home. The training, titled “*Cyber Security and You*,” was presented by Mr. Tom Scott, Agency for Enterprise Information Technology (AEIT), Office of Information Security. During Mr. Scott’s presentation, participants learned to look at safety in a new way. For example, Mr. Scott explained that employees tend to think of safety only in terms of physical safety. However, it is important to also remember safety in terms of the security of computers, cell phones, wireless tablets, and other information technology.

Mr. Scott also shared with attendees how everyone is responsible for being a good steward of the confidential information held by the State of Florida. “The goal of this training is for all DMS employees to become a security champion,” said Mr. Scott. Employees with DMS, and other state agencies, have access to human resource records and other private information that if lost, stolen, or misused, would pose an extreme hazard to the payroll and overall operations of the state. In fact, Mr. Scott gave an example that discussed fictional scenarios recently tested at the Governor’s “Cyber-Sunset” table top exercise where hackers obtained confidential information from

the state that resulted in the state payroll being wiped out and all state workers not receiving their pay checks.

As part of the program, employees learned what’s at risk and how to think of cyber security in three important ways: confidentiality, integrity, and availability. Mr. Scott explained that cyber security refers to protecting confidential information and it refers to ensuring the information put into a system is the same as the information coming out. Finally, Mr. Scott mentioned that it is important to understand that cyber security refers to the availability of information.

As shown by the September 11, 2001 terrorist attacks, the threat of a physical and/or cyber breach is real. It is so important that employees understand their role in protecting the security of confidential state information. After attending the cyber security training session, DMS employees now see safety and cyber security in a whole new way. They now see themselves as champions in protecting the confidential information of the State of Florida.

The Cyber Security training was held on Tuesday, February 7, at the Betty Easley Center in Tallahassee as part of the Department of Management Services’ quarterly safety training program.

NTSB SEEKS NATIONWIDE BAN ON DRIVER USE OF PERSONAL ELECTRONICS

The National Transportation Safety Board (NTSB) is recommending a nationwide ban on all personal electronic devices (PED) while operating a motor vehicle. The recommendation comes following a 2010 multi-vehicle highway crash in Gray, Missouri. According to the crash report given to the NTSB, the multi-vehicle crash was caused by a driver using his personal electronic device, which resulted in two fatalities and 38 others being injured.

Although the NTSB is leading the way in recommending a nationwide ban on driving while using personal electronic devices, there have been other states, including Florida, that have introduced legislation to ban texting and driving. During the 2012 Florida Legislative Session,

Florida lawmakers introduced a bill to ban texting while driving in Florida. SB 416 would have created the “*Florida Ban on Texting While Driving Law*.” The bill did not pass this legislative session.

Texting while driving is a serious problem in the United States. NTSB, along with Florida and other states, will continue to push for a ban on driver use of personal electronic devices while driving. Only time will tell if a national or Florida ban on texting while driving will occur. For now, the State of Florida Loss Prevention Program will continue to track this issue.



SAFETY SPOTLIGHT

*Peter Robinson, Safety Coordinator & Director of EH&S
University of West Florida*

In this issue of the *Safety Outlook* newsletter, the State of Florida Loss Prevention Program is proud to recognize and highlight Mr. Peter Robinson, Safety Coordinator with the University of West Florida (UWF). Mr. Robinson has served as UWF's safety coordinator since he took over as director of the university's Environmental Health and Safety (EH&S) program seven years ago. As safety coordinator and director of EH&S, he is responsible for supervising and administering the university's safety program, the environmental compliance program, and the emergency management program. Also, in September 2011, the EH&S office added risk management as another program that is under Mr. Robinson's oversight.

According to Mr. Robinson, a lot has changed since he first took over as EH&S director seven years ago. The university has been very fortunate in maintaining support from university administration and leadership for the safety program. "As far as change at UWF, the issue is trying to keep continuity in our safety program as upper administration and university leadership changes; however, we are fortunate in that our new Vice President (VP) for Administrative Services is very familiar with what it takes to have a functioning EH&S program," said Mr. Robinson. In fact, UWF is very fortunate to have Mr. Matt Altier, their new VP for Administrative Services, who was responsible for creating an entire EH&S program from the ground up before coming to UWF. As VP of Administrative Services for UWF, Mr. Altier has re-organized the EH&S department to include a strong reporting structure through Chief John Warren of the UWF Police Department.

Mr. Robinson stated that it is important for new safety coordinators to understand the importance of building relationships with employees, supervisors and management at their agency or university. Mr. Robinson said one of the ways they approach safety at UWF is to form relationships with frontline employees, supervisors, and administration. Mr. Robinson added that having support from supervisors and administration is important so that frontline employees understand that safety is important. Mr. Robinson also encouraged new safety coordinators to become involved in activities and committees at their agencies that are not just related to safety. For example,



he participates in is the annual UWF Festival on the Green, which is a community event that has food, arts and crafts and live entertainment.

Mr. Robinson is most proud of his safety program's emphasis on training. "We have placed a big emphasis on training of all types, regardless of whether it is related to safety or environmental compliance," said Robinson. UWF has staff in the EH&S department who have a wealth of experience and are able to provide in-house training. In areas where staff lacks expertise to provide training, they are able to bring in subject matter experts to provide the required training. EH&S has obtained free training through the Department of Education, and has paid for training.

Mr. Robinson earned his B.S. degree in Biology from UWF. He has also worked at Auburn University and Florida State University as an industrial hygiene coordinator. He serves on countless committees, including serving as chair of the UWF Risk and Compliance Council, and co-chair of the University's Public Health Committee. He is a member of the Safety and Security Council.

In his free time, Mr. Robinson enjoys sailing. In the past few years, he has sailed to Mexico and Key West.

SFLPP LAUNCHES NEW LEARNING MANAGEMENT SYSTEM TRAINING APPLICATION

The State of Florida Loss Prevention Program (SFLPP) has launched a new learning management system (LMS) training application starting in April. The new LMS system, designed by the Department of Financial Services, Division of Information Systems, will allow participants to register online for instructor led and e-learning courses offered by SFLPP. Participants will be able to track and report their safety and loss prevention learning plans, as well as print and save all class certificates from training sessions they have attended.

In order to register for upcoming loss prevention training sessions, participants will have to create a username and password when accessing the LMS website. After creating an account, participants will then be able to view and register for course offerings. To create an account go to this [link](#).

Once you have registered, you can select Division of Risk Management (in the drop down list) to view upcoming safety and loss prevention classes. The new LMS system will also provide helpful features to the SFLPP train-

ing unit, including the ability to run training reports, class rosters, and send automated e-mail confirmation and reminder notifications. The new system will also allow SFLPP staff to run reports for safety coordinators wanting to know more information about how various divisions within their agency are doing with training, which should be extremely helpful to agencies with small training budgets.

SFLPP is excited to launch this new learning management tool for agency and university safety coordinators. The learning management tool will serve as a wonderful resource for running training reports and automating the registration process.



SUCCESSFUL NEAR-MISS PROGRAMS HELP REDUCE WORKPLACE INJURIES

Is your near miss program helping to reduce and prevent workplace injuries? A successful "Near Miss" program can reduce injuries in the workplace, and even prevent injuries in the workplace from ever happening.

According to the article, *Everybody Gets To Go Home In One Piece*, published in the January 2012 issue of Safety and Health, setting up a successful safety management program to ensure near misses are reported and investigated properly is an important step in reducing occurrences of serious incidents.

Although creating a successful near miss program is not always easy, agencies can follow a few simple steps to experience success with their program. Dr. Ulku Oktem, an adjunct professor at the Operations and Information Management Department, Wharton School Business, Uni-

versity of Pennsylvania, says agencies should do the following when creating or revamping their "Near Miss" program.

The steps are:

- Create a clear definition of a near miss.
- Make a written disclosure and report the identified near miss.
- Prioritize reports and classify information for future actions.
- Distribute information to the people involved in the near miss.
- Analyze the causes of the problem.
- Identify solutions to the problem.
- Disseminate the solutions to the people impacted.
- Resolve all actions and check any changes.

Incidents happen in the workplace every day that could result in a serious injury. Having a successful “Near Miss” program can help reduce and prevent future accidents from happening. When setting up or evaluating your “Near Miss” program, remember to follow the steps outlined. It is also important to ensure that your “Near Miss” program should involve employees, and the process of reporting a near miss should be as easy as possible. Otherwise, employers can easily get overwhelmed with their program by hundreds of near misses reported. If agencies and universities are to achieve a level of excellence in safety, it is important to measure what they don’t want to occur.



SFLPP DEVELOPS AN ADA TRAINING MODULE

The State of Florida Loss Prevention Program (SFLPP) has developed an Americans with Disabilities Act (ADA) training module to assist new safety coordinators in understanding their role as it relates to persons with special needs.

The training, which includes a one-page fact sheet, a quiz assessment, and a PowerPoint presentation, focuses on safety and security in the areas of emergency preparedness, reasonable accommodations, and ADA building compliance. After attending the training, new safety coordinators will have a better understanding of why it is important to include employees with special needs in their emergency evacuation procedures. They will also gain a better understanding of reasonable accommodations for persons with special needs and ADA building compliance law for new building constructions and renovations.

The ADA training will be offered every six months in both the webinar and instructor led format. New safety coordinators are strongly encouraged to attend the training. Currently, the ADA training is tentatively scheduled for the beginning of May, and in November. In addition, SFLPP is working on completing a 5 to 7 minute ADA video that supplements the other ADA training materials.

ADA is a federal law that public entities must comply with and follow in many areas, from employment to building accommodations. SFLPP

hopes that through the ADA training, new safety coordinators will have a new perspective in assisting special needs employees at your agency or university.

The ADA training module is one of a five-part training series being specifically designed and developed by SFLPP for new safety coordinators. The ADA module has been developed in collaboration with the University of Florida, Department of Environmental Health and Safety, and the Safety Program of the Department of Management Services. The other safety coordinator training modules being developed include Heat Stress, Emergency Notification, Safety Committees, and Hazard Communication.

THE AMERICANS WITH DISABILITIES ACT
What Florida Agency and University Safety Coordinators Need to Know

Safety st **SFLPP**

SUBSTANCE ABUSE IS A SAFETY HAZARD

April is Substance Abuse Awareness Month, which is a good time to review the hazards of using various illegal and legal substances on the job. First of all, be aware that most substance abusers are employed, so drug abuse is very much a workplace hazard. You also need to know that people frequently become addicted to sedatives, sleeping pills, and other prescription drugs, so it's not just illegal substances that can be hazardous in the workplace.

Realize that working under the influence affects reflexes and reaction time, concentration, perceptions, and judgment—all of which make a person working under the influence an accident waiting to happen. In fact, people who work under the influence of drugs or alcohol are three to four times more likely to have an accident. And while the people who cause accidents are often the ones who are injured, the accidents they cause can also injure other people.

Here are some important facts to know about specific drugs:

- **Marijuana** is the most common illegal drug used on the job.
- In a survey of callers to the national **cocaine** hotline, 18 percent confessed to stealing from co-workers to support their addiction, and 64 percent admitted that their drug use negatively affected their performance.

- Experts warn that addiction can happen very quickly. In the case of **heroin**, a person could become addicted after just one use.
- Although **alcohol** is a legal substance, it is still a drug, and it can be highly addictive.
- **Inhalants such as airplane glue, paint thinner, aerosols, nitrous oxide, amyl nitrate, and butyl nitrate** contain very hazardous chemicals that can be deadly.

Learn to recognize these signs of possible abuse in yourself or others:

- Frequent work absences and late arrivals
- Poor concentration and coordination
- Slow mental and physical reflexes
- Restlessness, nervousness, paranoia
- Argumentative, defensive, and/or blaming others for problems
- Letting responsibilities slide
- Impaired judgment and decision making
- Mood swings
- Revved-up movements and speech
- Forgetfulness
- Loss of interest in and lack of responsibility for work
- Pushing beyond physical capacity
- Carelessness
- Bizarre or violent behavior

DEP SECRETARY VINYARD SAYS THINK ABOUT SAFETY FIRST, LAST, AND ALWAYS

Department of Environmental Protection Secretary Herschel T. Vinyard, Jr., has made safety and loss prevention a top priority of his administration. Thanks to Mr. Jeff Loflin, DEP Safety Coordinator, we have permission to reprint an excerpt of Secretary Vinyard's message sent to all DEP employees in March.

Dear Colleagues:

Workplace safety is of life-or-death importance in a shipyard where equipment and supplies are measured in tons, not pounds. Luckily, when I worked in that industry, I had a boss who strongly believed in the importance of safety, and he ingrained that belief in our organization from the top down.



Secretary Vinyard's Message Continued From Page 6

Creating and maintaining a safe working environment is just as important for us at DEP. Whether you're patrolling a park, working in a lab or walking to your desk, it's up to all of us to make sure we're focused on safety. We all should work in a safe environment and head home at the end of the day to our loved ones without injury.

DEP is full of folks who are committed to achieving our agency's goals and protecting Florida's environment, and I know that sometimes it's easy to focus more on the task at hand than on possible dangers. But it's important that we think about safety — first, last and always. Before you start an activity, make safety your very first thought. Ask yourself, would this task be safer if I used personal protective equipment, like safety glasses or gloves? Do I know the proper way to bend and lift to protect my knees and back? Am I trained to use this equipment, and is it operating properly?

Secretary Vinyard

REGISTRATION OPENS FOR 2012 LOSS PREVENTION ACADEMY

Registration for the 2012 Loss Prevention Academy is now open!!! Registration officially opened on Monday, April 2. The Academy will be held on July 25-26 at the Betty Easley Conference Center at Southwood in Tallahassee.

The theme for the 2012 Academy is Employee Wellness. The two-day training event will feature topics on wellness and breakout sessions that include a safety track, a liability track and a workers' compensation track. The training will also have a required track for new safety coordinators and new alternate safety coordinators.

Featured speakers and presentations will include keynote speaker Jane Marks and three safety presentations by University of South Florida, Safety Florida Consultation Program, the official Florida OSHA institute and three presentations by AJ Gallagher. For the first time, the Academy will offer continuing education units to adjusters for select workers' compensation courses.

To register for the 2012 Academy, SFLPP sent out a registration e-mail on April 2nd. Please know that when registering for the Academy each person will need to complete a separate registration form. If you have questions, contact Juana Powell at Juana.Powell@myfloridacfo.com or at 850-413-4781.

UPCOMING TRAINING SESSIONS

The State of Florida Loss Prevention Program (SFLPP) is offering the upcoming training sessions. Save these dates in April and May.

April 2012

Active Shooter Awareness

SFLPP and the Florida Department of Law Enforcement (FDLE) will be presenting an educational training session titled *Active Shooter Awareness*. In this 1.5 hour course, participants will learn basic knowledge and information needed to respond to an active shooter situation. The training is scheduled for April 25th from 10:30 a.m. to Noon at the Betty Easley Center.

To register for upcoming loss prevention training sessions, participants need to create an account to access our learning management system website. After creating an account, participants will then be able to view and register for course offerings.

To create an account, go to this [link](#).

May 2012

ADA Training Module

SFLPP is offering training on ADA that is designed for new safety coordinators or for those safety professionals who want to refresh their knowledge of ADA law as it relates to emergency preparedness and building compliance. After attending the training, new safety coordinators will have a better understanding of why it is important to include employees with special needs in their emergency evacuation procedures.

Safety Coordinators will also gain a better understanding of reasonable accommodations for persons with special needs and ADA building compliance law for new building constructions and renovations. This one-hour course is being offered on May 29 from 1:30 p.m. to 2:30 p.m. via WebEX.

To register for this webinar and other training sessions, please go to our LMS website and create an account, if you have not already done so.

To create an account or to register for this course, go to this [link](#).

**Florida Department of
Financial Services**

Division of Risk Management
200 East Gaines Street
Tallahassee, FL 32399-0337
850/413-4700
Fax: 850/413-2731



MANAGING EDITOR
Deidra Jones

LAYOUT AND DESIGN
Terry Taylor

ASSISTANT EDITOR
Chris Premuroso



CHIEF FINANCIAL OFFICER
JEFF ATWATER

FLORIDA DEPARTMENT OF FINANCIAL SERVICES

DIVISION OF RISK MANAGEMENT

R.J. Castellanos, A.R.M., J.D. - Division Director

Molly Merry, Assistant Division Director

Shannon Segers, A.R.M.-P., Deputy Director, Bureau of Loss Prevention

Eric Whitehead, M.P.A, Manager, State of Florida Loss Prevention Program

Office of the Director	850/413-4700
State Loss Prevention Program	850/413-4756
Property and Liability Claims Section	850/413-4850
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Workers' Compensation Claim Change Form	850/413-4802
State Liability Claim Change Form	850/413-4852
Safety Coordinator Appointment Form	850/413-4756

Virtual Library

Be sure to visit our website for the training resources on safety and loss prevention. We post our newsletters and e-bulletins at the website, and have helpful industry links and videos. We also have several forms posted.

<http://www.myfloridacfo.com/risk/Loss%20Prevention/Virtual%20Library>

- **Workers' Compensation Claim Change Form** (available electronically and in Adobe Acrobat)
- **State Liability Claim Change Form** (available electronically and in Adobe Acrobat)
- **Safety Coordinator Appointment Form** (available in Adobe Acrobat only)

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

Please e-mail deidra.Jones@myfloridacfo.com