What Do We See? Using Walkthroughs for Health and Safety

Introductions

Facilitators

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Conducting Walkthroughs

Definitions

- **Walkthrough** - inspection or examination of the workplace to find existing or potential hazards
- **Hazard** - potential source of harm or adverse health effect
- **Risk Assessment** – identifying risk factors and determination of the level of risk. Walkthroughs are used as part of a Risk Assessment
- **Risk Level** – determined by the potential harm the hazard may cause, number of times persons are exposed and the number of persons exposed
- **Control Measure** - action or activity that can be used to prevent or eliminate a hazard, or reduce it to an acceptable level

Why Conduct a Walkthrough?

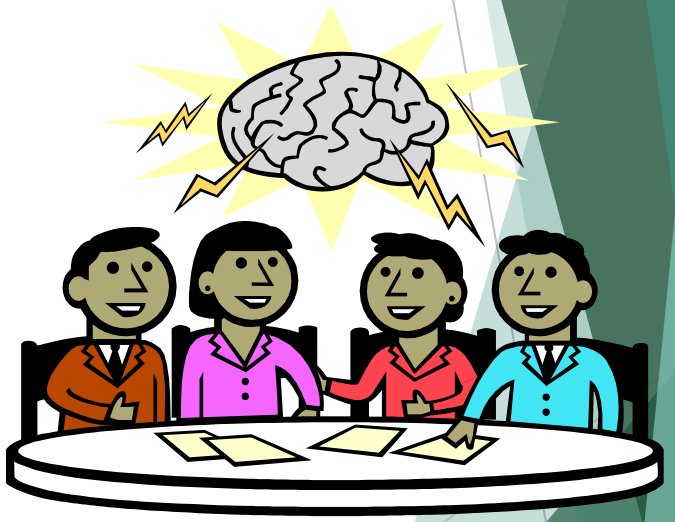
- To identify occupational hazards and implement control measures
  - To design work in a way that will make it safer for the workers
  - To make sure that employers use the best ways to control hazards (see the “Hierarchy of Controls”)
  - To fix the hazard, not the worker!

When to Conduct a Walkthrough?

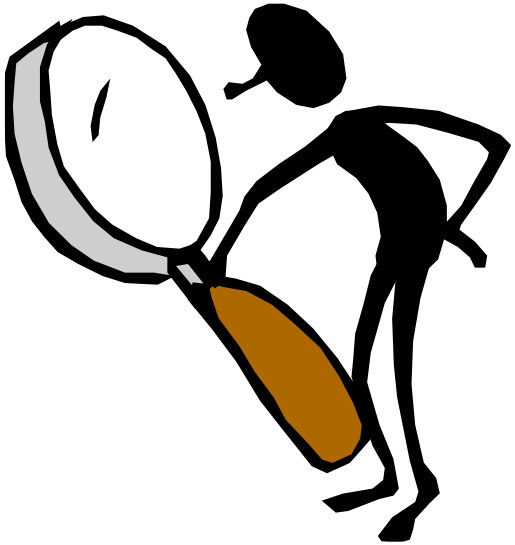
- Proactively to PREVENT injuries/illnesses
  - On a regular basis
  - Before Health and Safety Committee meetings
  - Annual Workplace Violence Reviews
- Post-Incident as a review and evaluation

Who Should Conduct a Walkthrough?

- Union representatives
  - Local and/or Agency H&S Chairs
  - Stewards
  - Rank and file members
- Management
  - Local and/or Agency H&S Co-Chairs
  - Facilities/Building management
  - Purchasing
- Others?



What are We Looking For?



- Physical hazards
- Hazardous chemicals
- Workplace violence
- Ergonomic issues
- Poor equipment
- Lack of training or skills
- Unclear or contradictory rules or instructions
- Others???

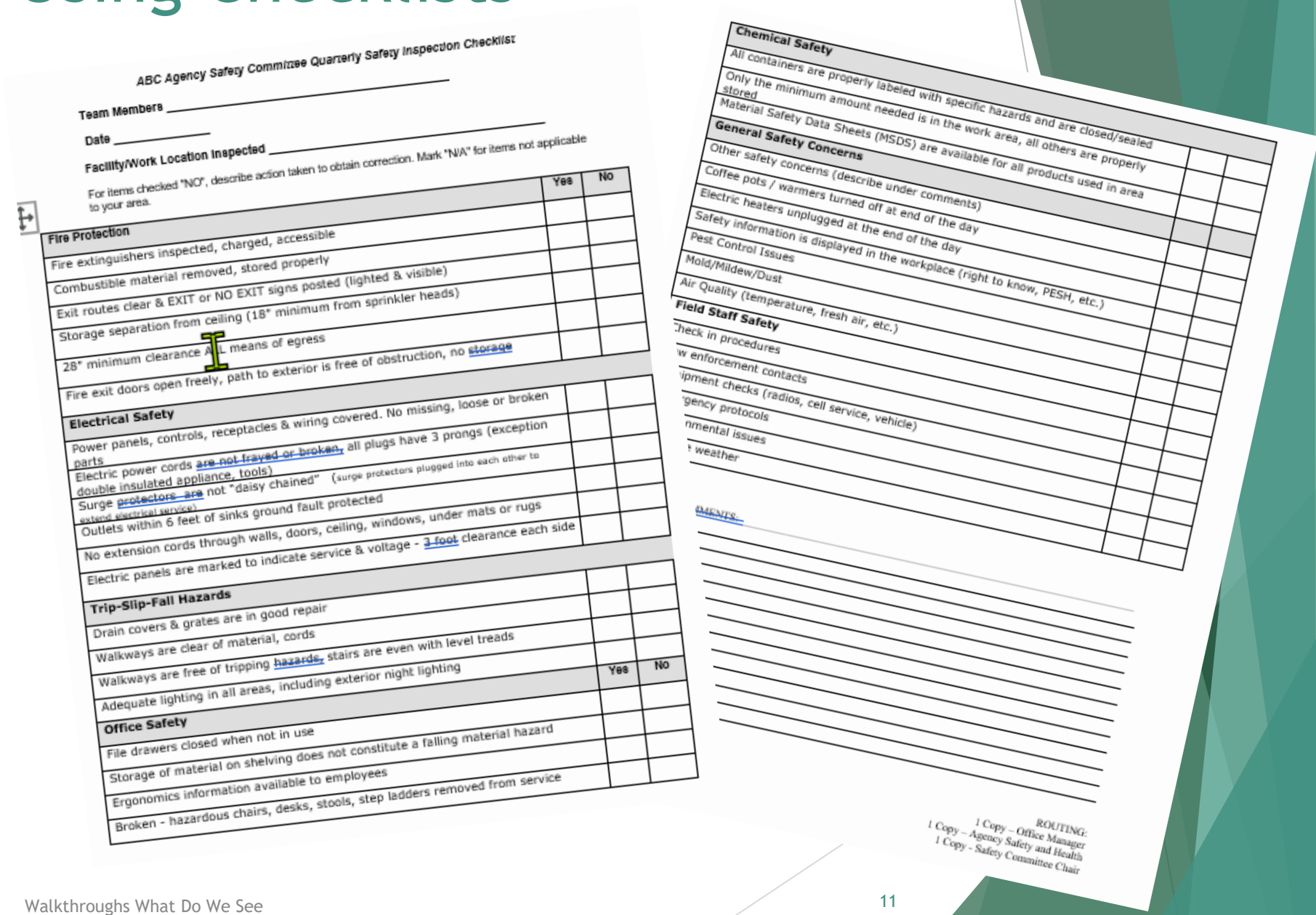
Worksite Inspection

- Check for Environmental Factors
- Use a Checklist – include:
  - Interiors
  - Buildings and grounds
  - Field assignments
- Make note of dangerous areas
- Talk to people in different areas

Using Checklists

- Include the types of areas and related hazards that are common to YOUR workplace
- Offices
  - Fire safety, egress, ergonomics, equipment, air quality, parking Lots
- Facilities
  - Secure entry, waiting areas, blind spots, contraband control
- Field Work
  - Cell service, safe access, work boots, equipment, coordination with local law enforcement

Using Checklists



ABC Agency Safety Committee Quarterly Safety Inspection Checklist

Team Members _____

Date _____

Facility/Work Location Inspected _____

For items checked "NO", describe action taken to obtain correction. Mark "N/A" for items not applicable to your area.

	Yes	No
Fire Protection		
Fire extinguishers inspected, charged, accessible		
Combustible material removed, stored properly		
Exit routes clear & EXIT or NO EXIT signs posted (lighted & visible)		
Storage separation from ceiling (18" minimum from sprinkler heads)		
28" minimum clearance ALL means of egress		
Fire exit doors open freely, path to exterior is free of obstruction, no storage		
Electrical Safety		
Power panels, controls, receptacles & wiring covered. No missing, loose or broken parts		
Electric power cords are not frayed or broken, all plugs have 3 prongs (exception double insulated appliance, tools)		
Surge protectors are not "daisy chained" (surge protectors plugged into each other to extend electrical service)		
Outlets within 6 feet of sinks ground fault protected		
No extension cords through walls, doors, ceiling, windows, under mats or rugs		
Electric panels are marked to indicate service & voltage - 3 foot clearance each side		
Trip-Slip-Fall Hazards		
Drain covers & grates are in good repair		
Walkways are clear of material, cords		
Walkways are free of tripping hazards, stairs are even with level treads		
Adequate lighting in all areas, including exterior night lighting		
Office Safety	Yes	No
File drawers closed when not in use		
Storage of material on shelving does not constitute a falling material hazard		
Ergonomics information available to employees		
Broken - hazardous chairs, desks, stools, step ladders removed from service		

Chemical Safety		
All containers are properly labeled with specific hazards and are closed/sealed		
Only the minimum amount needed is in the work area, all others are properly stored		
Material Safety Data Sheets (MSDS) are available for all products used in area		
General Safety Concerns		
Other safety concerns (describe under comments)		
Coffee pots / warmers turned off at end of the day		
Electric heaters unplugged at the end of the day		
Safety information is displayed in the workplace (right to know, PESH, etc.)		
Pest Control Issues		
Mold/Mildew/Dust		
Air Quality (temperature, fresh air, etc.)		
Field Staff Safety		
Check in procedures		
w enforcement contacts		
ipment checks (radios, cell service, vehicle)		
gency protocols		
nmental issues		
weather		

MENTS:

ROUTING:
1 Copy – Office Manager
1 Copy – Agency Safety and Health
1 Copy - Safety Committee Chair

Walkthroughs and Risk Assessments

Risk Assessments Activities

Going Beyond the Walkthrough

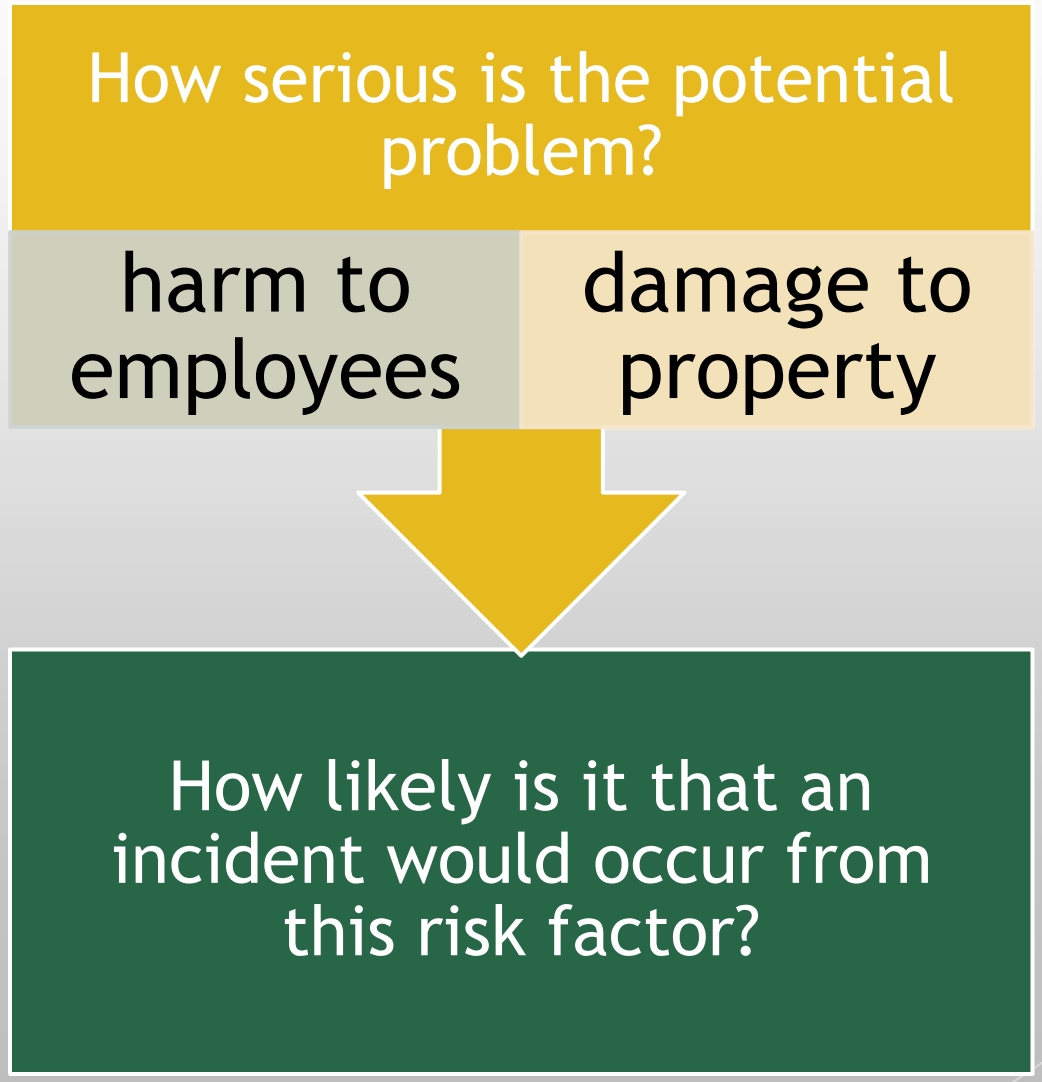
H&S Committees need more information than just what environmental hazards are identified

Walkthroughs are part of the whole risk assessment process, and are not limited to environmental risk factors

3 Elements of a Risk Assessment

Evaluation of the physical environment (Walkthrough):	to determine the presence of factors that may put employees at risk for workplace violence
Administrative risk factors:	assess policies, practices and procedures (WVP, BBP, SPH etc) What is expected of staff? How do they conduct work? What are the reporting protocols?
Records examination:	review of incident reports, injury and illness logs, workers' compensation etc

Finding Risk Factors



Risk Assessment Matrix
Determining the Degree of Risk

SEVERITY	***LIKELIHOOD***				
	Frequent	**Likely**	**Possible**	**Rare**	**Unlikely**
Catastrophic	**CRITICAL**	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**
Severe	**CRITICAL**	**HIGH**	**MEDIUM**	**LOW**	**LOW**
Moderate	**HIGH**	**MEDIUM**	**LOW**	**LOW**	**SLIGHT**
Minor	**MEDIUM**	**LOW**	**LOW**	**SLIGHT**	**SLIGHT**

Elements of a Risk Assessment

- Facility walkthrough/worksite inspection (interior/exterior/field work)
- Identifying control measures

What to Ask

- What is the hazard?
- How are workers exposed to the hazard?
- What is the specific job task involved?
- How many workers perform this task? When/how often?
- How many workers display health effects possibly due to this hazard? What are the symptoms?
- What methods are NOW present to control the hazard? And how effective are they?

Sample Risk Assessment Tool

WORKPLACE VIOLENCE PREVENTION RISK ASSESSMENT TOOL

Facility/Location: **Survey Prepared by:**

Date of Survey:

AREA	HAZARD	Degree of RISK	CONTROLS *(In Place)*	RECOMMENDATIONS *(Controls Needed)*
List specific location	• List each	High Moderate Low	• List (a control can apply to more than one hazard)	• List
	•		•	•

Post Incident Assessments

RAs as a Post Incident Response

- Conduct a fact-finding review to:
  - Determine the cause of the incident
  - Find ways to eliminate systemic factors
  - Recommend appropriate solutions
  - Prevent a recurrence
  - Report to the Local or SW H&S Committee for further action

- This may include:
  - visiting the incident site
  - speaking to affected employees or witnesses
  - reviewing incidents reports

RA - Post Incident Review: Fact Pattern

- **Who?**
  - Who was injured
  - Who was involved – client, patient, customer, co-worker
  - Who else was impacted
- **What?**
  - Describe the nature of the incident
  - What else was going on at the time
  - What happened as a result?

RA - Post Incident Review: Fact Pattern

- **Where?**
  - Actual location
- **When?**
  - Date and Time of incident/ season/shift
- **Why?**
  - What was in place (or not in place) that allowed this to happen?
- **How?**
  - Look for the obvious and underlying causes
  - What materials were involved/used that caused the injury? (Chemicals, faulty machinery, weapons, etc.)

Addressing the Hazards

Identifying and using control measures

Identifying Control Measures

How can the hazards be eliminated or reduced?

Who has the authority to make the changes needed?

Who should be involved?

Use the “Hierarchy of Controls”

Hierarchy of Controls

Most Effective

Least Effective

Elimination or Substitution

Getting rid of the hazard or using safer products

Engineering Controls

Using better and safer workplace designs

Administrative Controls

Changing the way a job is done/Training workers

Personal Protective Equipment (PPE)

(such as gloves or masks)

Common Substitutions

- “Green” products for chemicals
- Less toxic chemicals for more toxic ones
- Traps for pesticides

Common Engineering Controls

- Back-up alarms
- Controlled access doors/ Swipe Cards
- Metal detectors
- Curved mirrors
- Well-lit parking lot areas and entrances
- Voice recognition software
- Adequate evacuation routes
- Adequate ventilation and temperature control
- Enclosures around noisy equipment, or hazardous areas
- Retractable needles
- Machines for heavy lifting (Hoyer lifts, pallet movers)

Common Administrative Controls

- Check-in Procedures
- Buddy System
- Training
- Emergency Action Plans
- Alternating tasks
- Staffing patterns
- Design staffing patterns to provide necessary assistance/coverage
- Signage

Personal Protective Equipment (PPE)

- Least effective control measure - should only be used:
  - while other, more effective controls are being developed or put into place, or
  - if there is not a better way to control the hazard
- PPE does not change or eliminate the hazard
- The PPE may be flawed – if it fails, the worker is not protected (e.g. respirators leak)
- Workers may find PPE is uncomfortable and awkward
- PPE may create more hazards (e.g. back belts or wrist splints)

Putting it all together

Prioritize findings

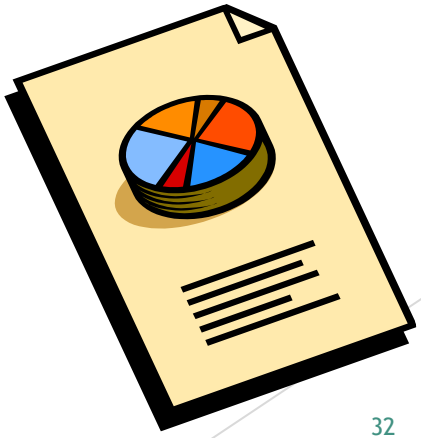
Summary reports

Communicating back to workers

Risk Assessment Summary

- The H&S Committee should complete a risk assessment report or summary, and include recommendations for control measures

- See sample Risk Assessment Summary form – include:
  - Key Findings
  - Recommended control measures
  - Time frames for completion
  - Resources needed
  - Next steps



Prioritizing Findings

- What is the severity?
- Which affect multiple people?
- What is the frequency?
- Which can be addressed easily and quickly?
- Which need further investigation?
- Have any been addressed before?
  - If this is a second attempt or more to address the hazard, make a record of what controls have failed in the past

Sample RA Summary

Risk Assessment Summary Report Form

1. Agency/Facility:_____
2. Report date: _____

3. Members of the Committee that completed this assessment:

_____	_____
_____	_____
_____	_____
_____	_____

4. Date(s) of assessment: _____

5. Indicate all data reviewed by the Committee:
   a) Relevant policies _____
   b) Injury /incident data (list all sources)
      workplace violence incident log _____
      SH-900 Log _____
      Workers' Compensation data _____
      Other data (specify: restraints, unusual incidents, etc) _____
   c) Physical plant assessments (include copy of risk assessment form) _____
   d) Staff questionnaire survey _____
   e) Focus groups _____
   f) Other (list)_____

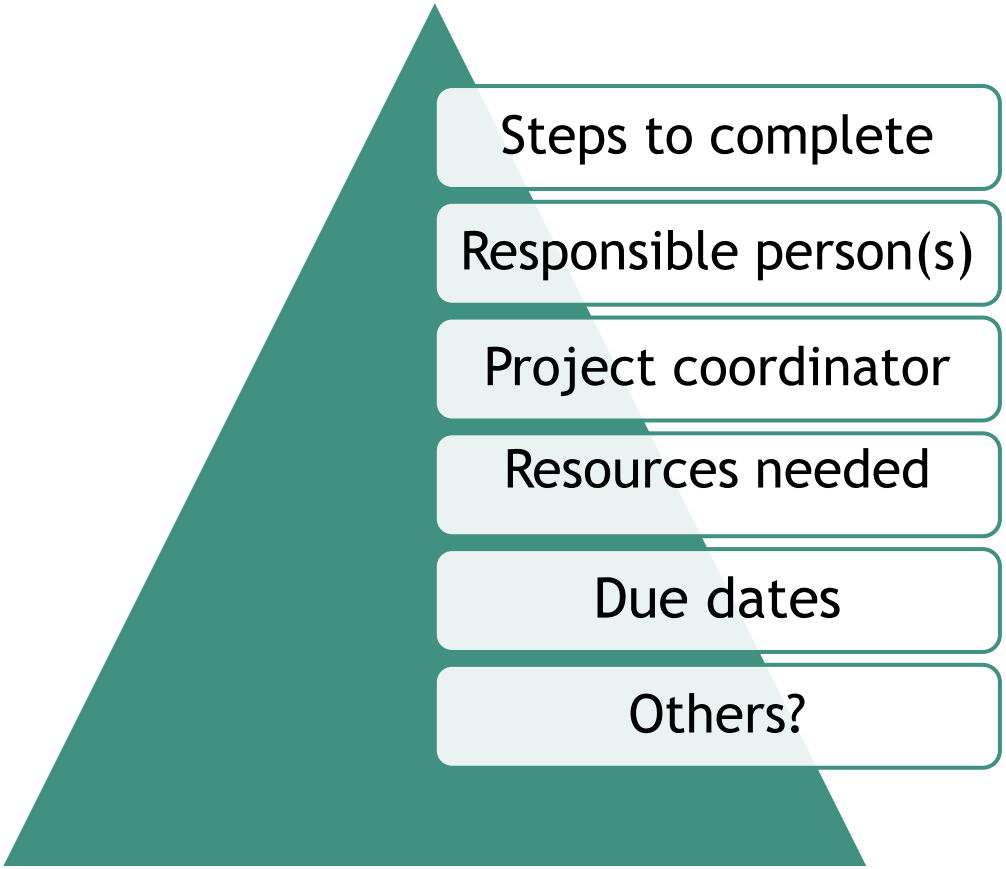
6. Summarize key findings (use attachment, as necessary):

Prioritizing Recommendations

- **Effectiveness**
  - Will the control measure eliminate or reduce the hazard?
- **Feasibility & functionality**
  - Is the control measure doable?
  - Does is address the problem appropriately?
- **Unintended consequences**
  - Don't trade one hazard for another!
  - Will it cause negative impacts on other people or systems?

Action Planning

- Create an Action Plan – include:



Communicate Back to Workers!

Let employees know the results of your actions:

- Email (PEF or Agency)
- Newsletters
- PEF Bulletin Board
- Membership and/or staff meetings
- Others?

Walkthrough Activity

Mapping Activity

1. In your group conduct a “walkthrough” of the Claims Processing Center Map.
2. Answer the questions below:
    1. List the hazards that you “see”
    2. How would you assess the incident hazards and degree of risk (use the Risk Assessment Matrix)?
    3. Include a recommendation/control measure for at least 2 of the hazards that you identified.
    4. What are the next steps to address the hazard you identified?
3. Choose a group member to report back to the larger group

Activity Review

Each Team Reports:

- What workplace hazards did you find?
- What control measures do you recommend?
- What are the next steps to address the hazards?

Thank You!

- Questions??
- Comments???
- Evaluation Forms