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SAFETRACK™

INTRODUCTION

Welcome to SafeTrack!

The main purpose of an observation and feedback process is to reduce injuries significantly, not by a little - but by more than 60%. However, reducing injuries isn't the only plus. There are many other important benefits as well, such as improved participation, more improvement suggestions, better interpersonal communication skills and improved working conditions. Maybe these benefits aren't as important as reducing injuries significantly, but as you'll see - they all come together with a good observation and feedback process. None of this is free (of course). It takes effort and skilled observers. That's what this course is about.

The purpose of this course is to teach you about observing your co-workers. It's also about what to say to them about safety and risk. As may have been mentioned already by your facilitator, these workbooks are part of the lesson plan and learning design for each of the four units. Real life video exercises are in each unit as well. There are no actors in these videos. Everything was taken from real observations. Finally, there will also be some group exercises in each unit. The group exercises were taken from SafeTrack Observer Training workshops. They have been used hundreds of times in the last 10 years because of the insight and perspective they provide.

The workbooks are divided into three sections. The first section is in question and answer format. The second section is for the video exercises and the third section is for the table group exercises. The reason for the question and answer format is simply to help you remember the material better. The answers are on the back of each page. Answer the questions and then simply glance at the answers to see if you got them *all* right before moving on to the next page (sometimes there is more than one right answer). Hopefully, you'll also find some of the questions interesting and some of the answers thought provoking or humorous.

Answer the sample question below, then turn the page to check your answer.

1. If you saw one of your co-workers doing something unsafely, what would you do?

   - ☐ ask them if their mother used to drop them on their head repeatedly when they were a child
   - ☐ depends on who it is
   - ☐ depends on what they were doing
   - ☐ nothing
   - ☐ something (anything) to reduce the risk

In some cases the answers marked as correct only represent what most people said when asked these questions (approximately 20,000 people in 10 years). It doesn't mean you're wrong if your answer differs. However, for the previous question, if you checked "nothing", it's pretty hard to say that's the right answer, even if that is what most people would do if they didn't know the co-worker very well or it wasn't very dangerous.

Answers

1. If you saw one of your co-workers doing something unsafely, what would you do?

- ☐ ask them if their mother used to drop them on their head repeatedly when they were a child
- ☐ depends on who it is
- ☐ depends on what they were doing
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- ☑ something (anything) to reduce the risk

There are ways to approach people that won't, in all likelihood, cause a conflict. And, there are ways to approach people that will, in all likelihood, cause a great deal of conflict. Obviously, the purpose of this course isn't to teach you new ways to cause a great deal of conflict. Individual perceptions of safety and risk can cause enough problems by themselves.

The main purpose of this course is to teach you how to observe and talk with people about safety and risk in a positive, meaningful manner that *doesn't* create conflict - but will, in all likelihood, improve safety awareness and judgement.

SAFETY AND RISK

Safety is a function of risk. There is a certain amount of risk in everything we do - a probability of getting hurt in the short term (acute injury) or over the long term (cumulative trauma disorder), or of not getting hurt at all. We'll get more into the probabilities of experiencing a repetitive strain injury or a cumulative trauma disorder in the next unit.

And although both types of injuries are painful, the fatal injuries tend to be of an acute nature. (It's much more likely to have a fatal injury from a car crash than it is to have a fatal injury from a bad car seat.)

For most jobs or tasks there will be more close calls than minimal injuries, more minimal injuries than minor injuries, more minor injuries than major injuries and more major injuries than fatalities. The relationship looks like a triangle (see Figure 1). In some cases, the risk can be lessened by increasing the amount of protection (eg. wearing a helmet) or by decreasing the amount of potentially hazardous energy (a two foot fall is usually better than a twenty foot fall).

Figure 1

2. Which has more risk?
   - ☐ driving a car
   - ☐ driving a motorcycle

3. Which has less risk?
   - ☐ driving 40 mph
   - ☐ driving 60 mph

4. Which has more risk?
   - ☐ driving 100 mph (obviously) focussed on the task and risk
   - ☐ driving 60 mph on “auto-pilot”, not focussed at all on the task or risk
   - ☐ hard to say (both of the above answers are very risky)

Answers

2. Which has more risk?

   ☐ driving a car
   ☑ driving a motorcycle

3. Which has less risk?

   ☑ driving 40 mph
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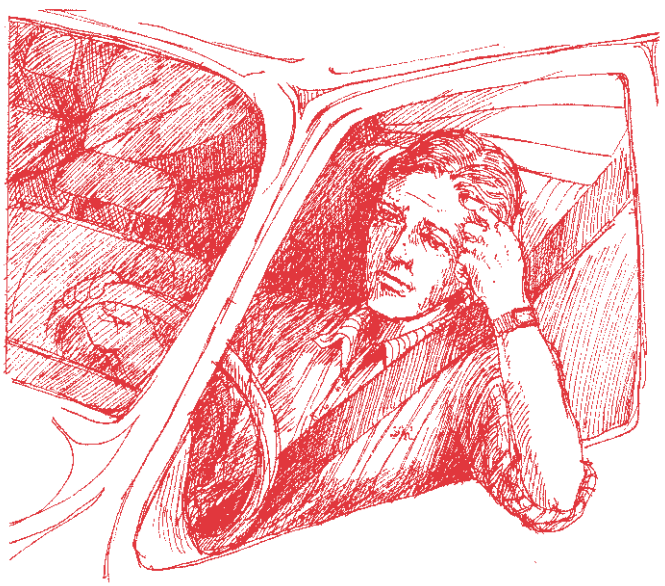
4. Which has more risk?

   ☐ driving 100 mph (obviously) focused on the task and risk
   ☐ driving 60 mph on “auto-pilot”, not focused at all on the task or risk
   ☑ hard to say (both of the above answers are very risky)

As illustrated by the last question, the risk of any activity, job or task can also be increased or decreased depending on the probability of making a mistake or error. Questions 2 and 3 are fairly straightforward. However, calculating the risk of inattentiveness is much more difficult. But we know it's important. In some cases, it's the most significant of all the contributing factors.



5. For instance, driving when you are really tired

   - ☐ increases the risk that you will fall asleep at the wheel
   - ☐ reduces the risk you'll become a cranky old person

6. Many safety devices, such as seat belts and air bags, reduce the risk of being seriously hurt or killed if there is a collision.

   - ☐ true
   - ☐ false

7. Doing some brisk exercise to get your blood moving will make you less tired or more alert. Being less tired or more alert reduces the risk of being in a collision in the first place.

   - ☐ true
   - ☐ false

8. Fall arrest equipment reduces the risk of

   - ☐ losing your balance, traction or grip
   - ☐ being severely hurt or killed from a fall of more than 10 feet (3 metres)

9. Watching what you're doing and thinking about what you're doing reduces the risk of being hurt by

   - ☐ more than 80%
   - ☐ less than 60%

Answers

5. For instance, driving when you are really tired

   ☑ increases the risk that you will fall asleep at the wheel
   ☑ reduces the risk you'll become a cranky old person (it is estimated that 13-20% of all fatal car crashes are caused by falling asleep at the wheel).

6. Many safety devices, such as seat belts and air bags, reduce the risk of being seriously hurt or killed if there is a collision.

   ☑ true
   ☐ false

7. Doing some brisk exercise to get your blood moving will make you less tired or more alert. Being less tired or more alert reduces the risk of being in a collision in the first place.

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   ☐ false

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