

# SafeSupervisor

YOUR FRONT-LINE MANAGER SAFETY RESOURCE SINCE 1929

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## Calming Conflict

Conflict is a normal human condition, constantly creating change and improvements.

The job of managing conflict often falls to the supervisor, who must help warring workers reach a peaceful agreement.

Clearing up a misunderstanding is sometimes all that is needed to end a conflict.

An ideal conclusion to a conflict is one which leaves everyone content. A more realistic conclusion is one in which the parties can co-exist without further conflict. Whatever the outcome, help resolve conflicts before they are out of control. Here are 7 great ways to settle conflict peacefully.

1. Get the two parties involved in the disagreement to talk to each other - in a civil manner. The presence of a mediator, maybe you, can help keep things on track.

## 8 Crucial Skills Supervisors Need to Have

1. **Communication** Having excellent communication skills allows supervisors to speak with impact, whether it be off-the-cuff dialogue or brief updates to their team.

2. **Conflict Resolution** A supervisor's ability to define and identify conflict styles, causes, and methods for handling conflict can improve the department's or organization's productivity.

3. **Leadership** Supervisors with leadership skills help bring accountability to their teams by creating a supportive and motivating work environment.

4. **Critical Thinking** Critical thinking is a crucial skill in understanding how to methodically, strategically, and collaboratively make decisions, solve problems, and foster innovation. A supervisor with critical thinking skills has the ability to develop a step-by-step process from targeting the problem to developing a solution.

2. Have each party spell out their position, without interruption. Ask the other party to summarize what the opposition has said to make sure everything has been understood correctly.

3. The next stage is for both sides to offer possible solutions and compromises. And if an agreement cannot be reached you may have to make a decision based on company policy.

4. In a conflict situation be wary of escalating hostility which may lead to violence, unfortunately a real possibility in today's volatile society.

5. Get the support of your company's security staff. Be ready to summon them quickly.

6. Stay calm. Don't provoke further aggression.

7. Follow up to make sure both parties keep the commitments they gave.

5. **Interpersonal Skills** Interpersonal skills enable an individual to develop highly effective teams that are built upon consensus, effective meetings, social style understanding and relationships.

6. **Time and Priority Management** Supervisors with time and priority management skills can boost productivity and efficiency. It is ideal for supervisors to understand what is urgent and what is important.

7. **Diversity and Generational Differences in the Workplace** Being aware of diversity issues helps supervisors appreciate the different experiences and places value on the impact it has on the workplace.

8. **Problem Solving** A valuable supervisor is someone who not only knows how to take an issue and find the root of the real problem but also has a process for solving the problem in a structured manner.

<https://www.yourerc.com/blog/post/8-crucial-soft-skills-supervisors-need-to-have.aspx>

# Signs, Symptoms, and First Aid Treatment for Cold-Related Conditions

Keep workers safe (and warm) by training them on the signs, symptoms, and first aid treatment for cold-related illnesses. *You can download and edit this chart to share with your workers at [SafeSupervisor.com](http://SafeSupervisor.com).*

## FROSTBITE

### Signs & Symptoms

- Bluish or pale, waxy skin
- Numbness or Tingling
- Stinging
- Blisters

### First Aid Treatment

- Get into warm room ASAP
- DON'T rub affected area
- DON'T use heating pad/heat lamp - can cause burns
- DON'T break blisters
- Loosely cover and protect affected area from contact
- Give victim warm, sweetened drinks



## TRENCH FOOT

### Signs & Symptoms

- Reddening of skin
- Numbness
- Leg cramps
- Tingling pain
- Swelling
- Blisters
- Bleeding under skin
- Foot turns dark purple, blue, or gray

### First Aid Treatment

- Remove shoes, boots, wet socks
- Dry feet
- DON'T let victim walk - this may cause tissue damage to the feet



## CHILBLAINS

### Signs & Symptoms

- Redness
- Itching
- Blistering
- Inflammation
- Ulceration

### First Aid Treatment

- DON'T scratch
- Slowly warm skin
- Use corticosteroid creams to relieve itching and swelling
- Keep blisters/ulcers clean and covered



## HYPOTHERMIA

### Early Symptoms

- Shivering
- Fatigue
- Loss of coordination
- Confusion/Disorientation

### Late Symptoms

- No shivering
- Blue skin
- Dilated pupils
- Slowed pulse & breathing
- Loss of consciousness

### First Aid Treatment

- Request immediate medical help
- Move victim to warm area
- Remove wet clothing
- Warm center of body—chest, neck, head, groin
- Have victim drink warm beverages without alcohol
- When body temperature increases, keep victim dry and wrapped in a warm blanket—including the head and neck
- Begin CPR if victim has no pulse



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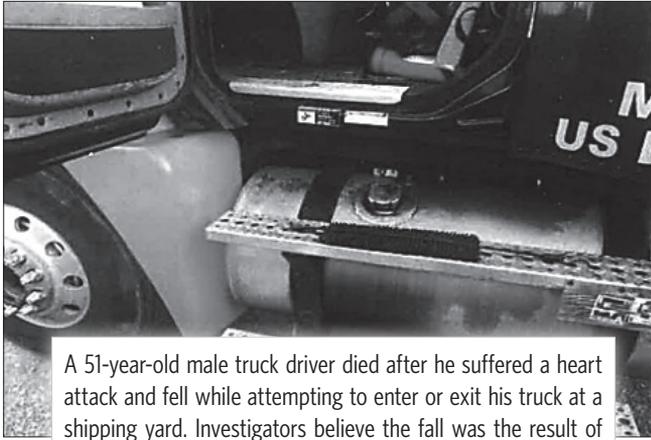
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## Fatality File

### First Aid and Four Fatalities

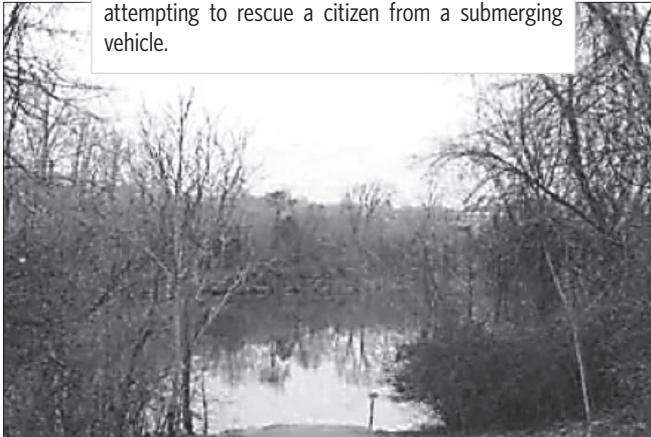


A 51-year-old male truck driver died after he suffered a heart attack and fell while attempting to enter or exit his truck at a shipping yard. Investigators believe the fall was the result of the heart attack.



A 39-year-old male employee received a wasp sting to his face and was admitted to the hospital for an allergic reaction. He died three days later because of complications from the reaction.

A 44-year-old male police officer drowned while attempting to rescue a citizen from a submerging vehicle.



A 21-year-old male employee was fatally injured when he was over-exposed to methylene chloride while stripping a bathtub in an apartment home.



Timely first aid saves lives. As these four fatal incidents show, accidents at work vary greatly in type, cause, and location. The common thread between them is the chance that first aid might have made a difference in how these workers' stories ended.

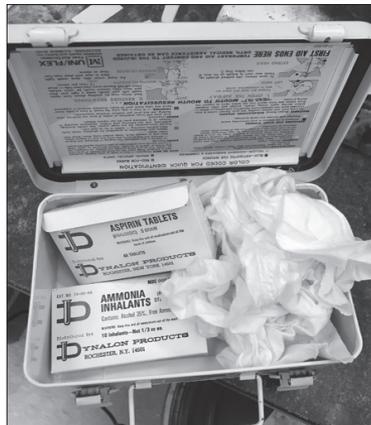
CPR, use of an AED (Automated External Defibrillator), immediate use of an EpiPen - could have potentially saved the lives of these four men.

## Picture This

### First Aid Kit Fiasco

Let's hope that whatever your ailment is it can be taken care of by either aspirin, ammonia inhalants, or random white cloth. If not you're out of luck.

The laboratory worker who submitted this photo to Reddit had burned himself and when he opened the first aid kit this is what he found. The cloth might have been helpful to cover and protect the burn... except it's definitely not sterile.



First aid kits must be stocked with supplies that are appropriate for the potential hazards and types of injuries that could be reasonably expected to happen at a location. They must also be stocked according to any regulatory requirements or recommendations from consensus standards, such as ANSI.

Your employer should be checking all first aid kits regularly and restocking as needed. If you see a first aid kit that needs restocking let your supervisor know right away.

# Be A Better Supervisor - First Aid Training

Training your first aid attendants and first responders is a required part of every first aid program. But do you know what exactly should be covered or what training methods to use?

## Risks

Hazards are present at all worksites, from offices to mines. So too are the chances of injuries and illnesses. Sudden cardiac arrest, severe bleeding, shock, a near-drowning, or lack of oxygen during confined space work are all life-threatening emergencies. Without prompt and properly performed first aid a victim of any of these situations will very likely die or be permanently disabled while waiting for emergency services to arrive and begin care.

## Be a Better Supervisor

Well-trained first aid responders are an important link between when an incident occurs and when emergency care can be given. Here are six things to consider related to first aid training.

### 1. Teaching Methods

- Training programs should:
- Help trainees develop “hands-on” skills using mannequins and partner practice.
  - Have the right first-aid supplies and equipment available.
  - Expose trainees to acute injury and illness situations and responses using visual aids.
  - Include course resources for reference both during and after training.
  - Allow enough time for emphasis on commonly occurring situations.
  - Emphasize skills training and confidence-building through “hands-on” practice.
  - Emphasize quick response to first aid situations through practice scenarios and drills.

### 2. Preparing to Respond to a Health Emergency

- Include instruction and discussion on:
- Prevention as a strategy to reduce fatalities, illnesses and injuries.
  - Understanding the legal aspects of providing first aid care, including Good Samaritan legislation, consent, abandonment, negligence, assault and battery.
  - Understanding the effects of stress, fear of infection, panic; how they interfere with performance; and what to do to overcome these barriers.

### 3. Assessing the Scene and the Victim(s)

When covering scene and victim assessments include discussion and practice (if applicable) on:

- Assessing scene for safety, number of injured, and nature of the event.
- Assessing toxic potential of the environment and the need for respiratory protection.
- Assessing each victim for responsiveness, airway blockage, breathing, circulation, and medical alert tags.
- Identifying the presence of a confined space and the respiratory protection and specialized training required to perform a rescue.
- Prioritizing care when there are several injured.
- Taking a victim’s history at the scene and determining the cause of injury.
- Performing a logical head-to-toe check for injuries.
- Methods for safely moving and rescuing victims and repositioning ill/injured victims to prevent further injury.
- Stressing the need to continuously monitor the victim.

### 4. Responding to Life-Threatening Emergencies

- The training program should be designed or adapted for each worksite and should include standard first aid, CPR, and AED use as well as instruction in:
- Knowledge of the chemicals at the worksite and of first aid and treatment for inhalation or ingestion;
  - Effects of alcohol and illicit drugs so the first-aid provider can recognize the physiologic and behavioral effects of these substances.
  - Recognizing asphyxiation and the danger of entering a confined space without appropriate respiratory protection.
  - Responding to Medical Emergencies.

### 5. Responding to Non-Life-Threatening Emergencies

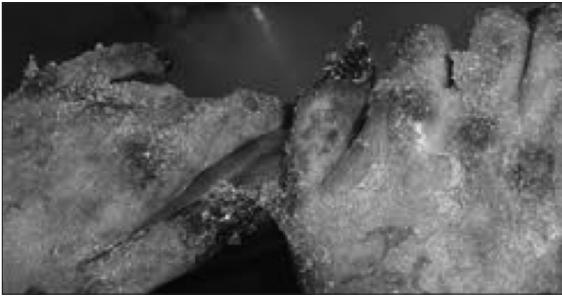
- Common non-life-threatening injury and illness treatment includes:
- Wounds
  - Burns
  - Reviewing corrosive chemicals at a specific worksite and hazard-appropriate first aid procedures.
  - Musculoskeletal Injuries
  - Eye injuries
  - Oral injuries and the importance of preventing aspiration of blood and/or teeth.

### 6. Trainee Assessment and Skills Refresher

- Assessment of successful completion of first aid training should include a skills test and a written assessment.
- Numerous studies have shown a retention rate of 6-12 months of first aid skills.

## Picture This

### How Would You Treat Hands Like These?



Frostbite is the freezing of the extremities (fingers, toes, nose, earlobes, etc.) caused by loss of blood flow, which can cause tissue damage and the need for amputation.

You're at risk of frostbite if you work outdoors, in/near/above water or inside freezers or refrigerated facilities, including:

- Construction and mining
- Utilities
- Oil and gas extraction
- Transportation and truck driving
- Agriculture, Lumber, Fishing
- Mortuaries
- Food production and warehousing

Make sure you know the signs and symptoms of frostbite so you can recognize and properly treat the condition.

#### **Frostbite Signs & Symptoms**

- Bluish/ pale, waxy skin
- Blackened skin (extreme cases)
- Blistering
- Numbness, tingling, stinging sensation

#### **Frostbite First Aid Treatment**

- Get into warm room ASAP
- Loosely cover affected area
- Give victim warm, sweetened (non-alcoholic) drinks
- Allow victim and affected area to warm up
- DO NOT rub affected area
- DO NOT directly expose affected area to fire, heat lamp or other heat source that can cause burns
- DO NOT break blisters

#### **Frostbite Prevention**

- Wear warm, insulated and water-proof gloves.
- Take frequent rest breaks to warm up.
- Keep your fingers and hands dry.
- Avoid touching cold metal objects with bare skin.

## Fatality File

### **Carbon Monoxide Kills Two Workers Stranded in the Snow**

Two men died from carbon monoxide poisoning after being stranded in the snow while driving home from work. As a dangerous winter storm swept across Montreal, Pierre Thibault and Michaël Fiset, chose to try and drive home from work despite their co-workers pleading with them to wait the storm out with them at the office.

Fiset, 33, was confident he could navigate the difficult conditions, despite heavy snow and high winds. When they left the office around 9:24 p.m., Fiset planned to drop his friend off at his home, about 8 miles/13 kilometers away, before heading to his own home.

Just a few hours earlier, the highways along their planned route had been closed because of whiteout conditions on the roads. However, Fiset decided to drive around the road closure barrier and continued his journey. At 10:43 p.m., he became stuck in a 5-foot/1.5-meter-high snowdrift. Both men contacted locals they knew seeking help, but no one could venture out because there was zero visibility and they couldn't see across the street. Thibault, 42, then made calls to the provincial police (SQ) and 911 at 11:18 p.m., saying they were stuck in the snow and needed assistance.

While police were trying to mobilize the rescue team, conditions in the truck were deteriorating. Fiset made a second call to 911 at 12:05 a.m. and a third call at 12:51 a.m.,

saying Thibault was having an asthma attack and was having trouble breathing. At 12:58 a.m., police informed the men a rescue team would be leaving shortly. By 1:16 a.m., Fiset called police to say he was also having trouble breathing and that Thibault was now unconscious. It was the last call Fiset would make.

The SQ snowmobile team was finally able to leave at 1:20 a.m. as the storm continued to intensify with howling winds and whiteout conditions. About 30 minutes into the trip they also became stuck in a snowdrift. They continued on foot and arrived on the scene at 2:15 a.m. but could not find Fiset's truck - by this time it was buried in the snow. They eventually found the truck at 7:50 a.m. buried in 9 feet/3 meters of snow.

They found Fiset dead outside the truck and Thibault dead in the driver's seat. The coroner stated the cause of death was carbon monoxide poisoning, likely due to the truck's tailpipe being blocked with snow.

These two men did not have to die. They had at least three chances before the truck became stuck to avoid the resulting accident. If they had done any of the following the outcome would have been different.

1. Listened to the advice of their co-workers.
2. Heeded the emergency warnings.
3. Decided to obey the road closure barricades.

# Be A Better Supervisor - Are Your Workers Ready for Working in the Cold?

To best way to prepare your workers for working in cold environments (indoor and outdoor) it's helpful for you to understand how cold conditions can affect them.

## Four Factors of Cold Stress

- 1. Air temperature** - Of course as temperatures drop the air becomes cooler. A dip in temperatures, even a small drop, can put workers at risk for cold-related illnesses such as hypothermia. This is especially true when working in or being stranded in water waiting for rescue.
- 2. Wind speed** - When the wind is blowing you feel cooler, regardless of the temperature. Even on a hot day a breeze can help cool you. When it's cold and the wind blows the air will feel even colder on your skin. This is known as the wind chill or wind chill index - the combined effect of cold air and wind speed.
- 3. Humidity** - Humidity is a measure of moisture in the air. Water conducts heat away from your body 25 times faster than dry air, so the higher the humidity the quicker you will cool off. This is why you can die from hypothermia if you're in the water even when water temperature and air temperatures are relatively warm.
- 4. Contact with Cold Surfaces** - Being in contact with cold or wet surfaces and floors is the final risk factor.

You must carefully monitor all four conditions to keep workers safe in the cold. Here's why.

**The Risks** There are four forms of cold stress-related conditions.

Condition	Description	Potential Results
Frostbite	Freezing of the extremities due to loss of blood flow	Tissue damage, amputation
Trench foot (aka immersion foot)	Injury to the feet caused by prolonged exposure of the feet to wet and cold which causes blood flow to shut down	Tissue damage, amputation
Chilblains	Exposure to cold damages blood vessels and causes ulcers or blistering of the skin	Tissue damage
Hypothermia	Body temperature drops so low that the body loses heat faster than it can replace it. Result: The body uses up all its stored energy and can no longer produce heat	Shutdown of bodily functions and systems which can cause death

## Be a Better Supervisor

**Understand and Explain the Danger** Our bodies must maintain a fairly constant internal temperature to function properly. If the body temperature falls too low, the blood vessels constrict, or tighten up, and it becomes harder to circulate blood throughout the body. After a while, the body shifts

blood flow away from the extremities and to the core. This can result in a series of dangerous and potentially fatal conditions known as cold stress.

## Know Who Is at Risk

- Older workers—about 50% of all cold stress victims are 65 or older. Medical conditions and some medications can also put people at a higher risk for cold stress.
- Workers who work outdoors, including in agriculture, construction, oil and gas extraction and utilities.
- Workers who work in cold indoor environments, including refrigerated facilities in warehouse food plants and warehouses.
- Workers who work near or above water, i.e. fishermen.
- Divers and others who work in water.

**Protect Employees** The key to preventing cold stress is to implement measures that ensure workers aren't exposed to conditions that cause their core body temperature to drop below 95° F /35° C. Explain to workers what protections are available and how and when they are to be used.

1. Schedule cold work for the warmest part of the day.
2. Use radiant heaters, barriers to block the wind, and set up warm-up areas where workers can go to warm up.
3. Monitor the temperature, wind, and humidity and ensure workers are taking enough warm-up breaks. Use the *Work/Warm-Up Schedule* as a reference.
4. Explain and enforce the use of proper cold weather clothing. Warm and dry clothing is crucial to preventing cold stress and list the items workers should wear when performing work in cold conditions, which may include:
  - a. At least 3 layers of loose-fitting clothing, including:
    - i. An inner layer of wool, silk or synthetic materials to insulate the body against moisture.
    - ii. A middle layer of wool or synthetics for insulation in case the outer layer gets wet.
    - iii. An outer layer to protect against wind and moisture and that's ventilated to prevent overheating.
  - b. A hat or hood.
  - c. A knit mask to cover the worker's face and mouth.
  - d. Insulated and water-proof gloves and boots or other footwear.
5. Know and train workers on the signs, symptoms, and first aid treatment for cold-related illnesses. Refer to the downloadable *Signs, Symptoms, and First Aid Treatment for Cold-Related Conditions Table* at [SafeSupervisor.com](http://SafeSupervisor.com).

## 7-Step Cold Stress Workplan

Working in cold temperatures, whether indoors or outdoors, presents a unique set of hazards. Help your supervisors and workers avoid injury, amputation, and death from exposure by implementing a Cold Stress Workplan.

### Step 1: Conduct Cold Stress Assessment

To identify cold stress hazards, you need to understand the human body functions normally when it has a “core” temperature of 98.6° F/38° C. If the core temperature drops too low, it can lead to problems such as:

- **Hypothermia** - the body loses heat and body temperature drops to 95°F /35°C or lower.
- **Frostbite** - freezing of the skin which can lead to amputation.
- **Trench foot** - freezing of the foot caused by immersion in cold water or prolonged exposure to extremely cold air.

### Step 2: Measure Cold Stress Exposure

Seven Cold Stress Risk Factors

- 1. Temperature:** Consider not just ambient temperature as shown by the thermometer but how the air feels to the worker. Degree of exposure to cold stress is based on the concept of thermal comfort - how the air feels to the worker. The thermal comfort impacts the core body temperature.
- 2. Wet and Damp Conditions:** Wetness chills the body and increases the risk of cold stress.
- 3. Wind and Wind Chill:** The faster the wind, the colder a worker will feel. The combined effect of cold air and wind speed is called wind chill, or the temperature the body actually feels.
- 4. Contact with Cold Surfaces or Water:** Being in contact with something cold chills the body and increases risk of cold stress.
- 5. Workers' Physical Condition:** Age, weight, fitness and acclimatization.
- 6. Movement and Exertion:** Moving around and doing intense work warms the body. Standing around allows the thermal conditions to drop body temperature.
- 7. Clothing:** Clothing can insulate the body, helping it maintain body temperature and ward off cold stress.

### Step 3: Keep Exposure to Cold at Safe Levels

To keep workers safe throughout the day you must continue to monitor temperature and wind chill levels to ensure thermal conditions are within safe levels.

Many Canadian territories and the U.S. (OSHA), use Threshold Limit Values (TLVs), a measurement used to define the maximum exposure limits for cold stress.

The American Conference of Governmental Industrial Hygienists (ACGIH) has created a *Work/Warm-Up Schedule* that you can reference.

### Step 4: Implement Engineering Controls

Adopt engineering controls that eliminate or reduce the hazard. In the context of cold stress, these controls involve using methods to change the environment to ensure exposure is kept at safe TLVs including heating systems to warm the air, space heaters to warm sections of the workplace or heated trailers or other warming stations where workers can take breaks to warm up.

### Step 5: Implement Safe Work Practices and Work Controls

Safe work practices and work controls include:

- Gradually getting workers used to working in the cold.
- Scheduling cold outdoor work for the warmest hours of the day.
- Giving workers lots of breaks so they can drink warm sweet drinks and soups.
- Training workers how to recognize and respond to different kinds of cold stress.
- Having appropriate first aid personnel, facilities and equipment.

### Step 6: Require PPE Use

When there is still a hazard exposure, you must provide and require workers to wear PPE. Ideally, PPE will be used in combination with the other controls. For cold stress, this would include dressing in layers and wearing:

- Gloves.
- Insulation under the outer layers of clothes.
- Hats or hard hats to cover the head and ears.
- Waterproof outer layers when working in wet conditions.
- Warm socks and warm shoes.

### Step 7: Provide Training

A proper cold stress training program must include:

- Knowledge of cold stress hazards.
- Recognition of predisposing factors, danger signs and symptoms.
- Awareness of first-aid procedures for, and the potential health effects of, different forms of cold stress.
- Workers' responsibilities in avoiding cold stress.
- Dangers of using drugs, including therapeutic ones, and alcohol in cold work environments.
- Use of protective clothing and equipment.
- Purpose and coverage of environmental and medical surveillance programs.

# SUPERVISOR KIT *COLD STRESS*

## Work/Warm-Up Schedule for Cold Weather Work

Here's a tool to help keep workers safe and warm when working in cold conditions. Use it to help you schedule work, maximum recommended work periods, and the number of warm-up breaks.

### Work/Warm-up Schedule for a 4-Hour Shift

Air Temperature--Sunny Sky		No Noticeable Wind		5 mph Wind		10 mph Wind		15 mph Wind		20 mph Wind	
°C (approximate)	°F (approximate)	Maximum Work Period	Number of Breaks								
-26 to -28	-15 to -19	(Normal Breaks ) 1		(Normal Breaks ) 1		75 min	2	55 min	3	40 min	4
-29 to -31	-20 to -24	(Normal Breaks ) 1		75 min	2	55 min	3	40 min	4	30 min	5
-32 to -34	-25 to -29	75 min	2	55 min	3	40 min	4	30 min	5	Non-emergency work should cease	
-35 to -37	-30 to -34	55 min	3	40 min	4	30 min	5	Non-emergency work should cease			
-38 to -39	-35 to -39	40 min	4	30 min	5	Non-emergency work should cease					
-40 to -42	-40 to -44	30 min	5	Non-emergency work should cease							
-43 & below	-45 & below	Non-emergency work should cease									

Schedule applies to any 4-hour work period with moderate to heavy work activity; with warm-up periods of ten (10) minutes in a warm location and with an extended break (e.g. lunch) at the end of the 4-hour work period in a warm location.

*Adapted from ACGIH 2012 TLVs*

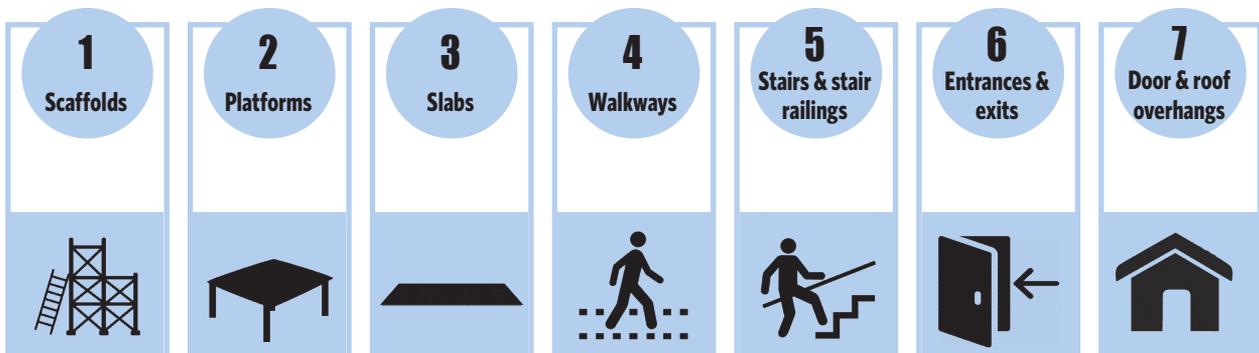
## By the Numbers

### Rid These 7 Surfaces of Ice

Don't take chances when it comes to icy surfaces. Ice on walking and working surfaces can cause serious slip, trip, and fall hazards which can lead to disabling injuries, serious concussions, and loss of life.

Ice hanging from door and roof overhangs and any other overhead structures creates a falling object hazard. Massive sheets of ice can break free and slide down a roof. Large icicles can break and fall under their own weight or as the ice starts to melt. Smaller falling icicles can damage vision and cause other hazards and injuries.

Avoid these hazards by ensuring procedures are in place and enforced for the safe removal of ice on these seven surfaces. You can add surfaces specific to your area and the type of work being done.



# Workplan - First Aid Program Elements

A first aid program is required for most employers in the U.S. and Canada. The program should be based on the hazards, risks, and proximity to medical services of an individual site, however there are several elements that every program should include.

## Step 1:

### Perform a Risk Assessment

- Identify number of worksites
  - First aid coverage must be based on the total workforce present at each location.
  - If you have multiple sites – temporary or permanent – an assessment must be done on each.
  - Don't forget to include all shifts as well. First aid must be available to employees regardless of the shift they are working.
- What conditions and processes could cause injury or illness?
  - Confined spaces
  - Electrical work
  - Workplace violence
  - Underwater work
  - Trench and excavation work
- What types of injuries and illnesses are likely to occur and what is their potential severity?
  - Sudden cardiac arrest
  - Severe bleeding
  - Head trauma
  - Asphyxiation
  - Amputation

## Step 2:

### Determine Emergency Response Times

- Work with local police and emergency services to determine approximate response times for:
  - All permanent and temporary locations.
  - All times of the day and night when workers are on duty.
- A three-four-minute response time is ideal but is not always possible, which is why it is recommended, and in some cases required, that employees trained as first responders/first aid attendants are on site.

## Step 3:

### Have First Aid and Emergency Supplies Readily Available

- The type and amount of supplies will depend on:
  - Physical size and number of people at each location.
  - Types of injuries and illnesses that could reasonably be expected to occur.
  - If exposure to blood and body fluids is a possibility. If it is, PPE must be provided to protect first responders from exposure.

## Step 4:

### Written Policy

- It is advisable, and in some cases required, to put first aid program policies and procedures in writing.
- Policies and procedures should be communicated to all employees, including those workers who may not read or speak English. Language barriers should be addressed:
  - In instructing employees on first-aid policies and procedures.
  - When designating individuals who will receive first-aid training and become the on-site first-aid providers.

## Step 5:

### Program Training and Review

- Emergency drills should be held at least once a year to test:
  - Worker awareness of how to call for first aid and generally what to do in an emergency.
  - How well the emergency communication system works.
  - How well your first responders/first aid attendants respond.
- Review the program and written policy annually and whenever changes to either occur.
- Train first responders based on regulatory requirements and as needed. Since retraining for first aid and CPR training may only be required every 1-3 years it's a good idea to have periodic refresher sessions.

## SUPERVISOR KIT *FIRST AID*

# Checklist - Focus Five - First Aid Program Checklist

The time to unearth potential problems in your current workplace first aid arrangements is right now—before a medical emergency does it for you. Although first aid requirements can vary - there are FIVE sets of documents to focus on when conducting an audit of your first aid program.

**❶ First Aid Policy ❷ Posted First Aid Notices ❸ First Aid Inspection Checklists ❹ First Aid Log Forms ❺ First Aid Refusal Forms**

	YES	NO	N/A	COMMENTS
<b>FIRST AID POLICY</b> First Aid Needs Assessment Based On:				
First Aid Needs Assessment Based On: 1. Degree of hazards found at work site 2. Number of people at site 3. Time to get help from nearest medical facility				
Procedures for summoning emergency medical treatment				
Ambulance or other arrangements for emergency transport				
First Aid Attendants/First Responders				
Procedures for delivering first aid				
First aid training and instruction				
First aid kits				
Dressing rooms				
First aid rooms				
Other emergency equipment				
Inspection of first aid equipment and facilities				
Posting of essential first aid information in the workplace				
Coordinating with contractors working at the site				
<b>Required Postings - First Aid Notices for Workers (Conspicuously post notices of how/where to get first aid.)</b> Create a checklist to inspect your first aid facilities and equipment have required components and in good condition. Have a checklist for:				
1. Each level/type of first aid kit on site [Personal, Basic, Level 1, Level 2 and Level 3 ]				
2. Dressing rooms				
3. First aid rooms				
4. Automated external defibrillators (AED)/emergency equipment				
5. In-house ambulances and other emergency transport vehicles.				
<b>First Aid Log Forms</b> You should have a template for recording key information about each episode of first aid provided. Your form should include, at a minimum:				
1. Time, date, location and brief description of the injury				
2. How it occurred				
3. Name and position of injured worker/s				
4. Names/contact info of witnesses				
5. Treatment providers				
6. Treatment provided				
7. Was transport to medical facility provided				
8. Acknowledgement worker was advised to seek medical treatment if condition worsened				
<b>First Aid Refusal Forms</b>				
First Aid Refusal Forms				

*While you can't force workers to accept first aid treatment or emergency transport, you can make them sign a form to acknowledge that they were offered such treatment and/or transport but voluntarily turned it down.*

**Note: The Refusal Form can be combined with the First Aid Log Form described above.**

**Date:** \_\_\_\_\_ **Inspection Done By:** \_\_\_\_\_

# Focus On: Nine Ways Stress is More Dangerous Than You Think

Some people believe stress makes them perform better. But that's rarely true. Research consistently shows the opposite – that stress usually causes a person to make more mistakes. Besides making you forget where you put your keys, stress also can have dramatic negative impacts on your health. Here are nine examples:

## 1. Stress makes it difficult to control your emotions

It's no secret that stressed people can fly off the handle. But new research reveals just how little stress is required for you to lose your cool. A 2013 study by neuroscientists found that even mild levels of stress can impair our ability to control our emotions.

In the study, researchers taught subjects stress control techniques. But after participants were put under mild stress – by having their hands dunked in icy water – they could not easily calm themselves down when shown pictures of snakes or spiders.

## 2. Stress can promote disease

Some people are more prone to certain diseases, and chronic stress can give these conditions the green light. Stress has been linked to illnesses that include cancer, lung disease, fatal accidents, suicide, and cirrhosis of the liver. Researchers at Johns Hopkins University have discovered that children exposed to chronic stress are more likely to develop a mental illness if they are genetically predisposed.

## 3. Stress can affect your love life

Sex is a pleasurable and effective way to relieve stress. But stress can also get you out of the mood quicker than you think. A 1984 study found that stress can affect a man's body weight, testosterone levels, and sexual desire. Numerous studies have shown that stress – especially performance anxiety – can lead to impotence. High levels of stress in pregnant women also may trigger changes in their children as they grow, specifically behavioral and developmental issues.

## 4. Stress can ruin your teeth and gums

Some people respond to stressful situations through nervous tics or by grinding their teeth. While people often grind their teeth unconsciously or when they sleep, it can do lasting damage to your jaw and wear your teeth thin.

## 5. Stress can ruin your heart

Stress can physically damage your heart muscle. Stress damages your heart because stress hormones increase your heart rate and constrict your blood vessels. This forces your heart to work harder and increases your blood pressure. According to the American Institute of Stress, the incidence rate of heart attacks and sudden death increases

after major stress inducing incidents, like hurricanes, earthquakes, and tsunamis.

## 6. Stress can make you gain weight

In the ancient days of hunter-gatherers, harsh conditions forced people to eat as much as possible when food was available in order to store up for lean times. That compulsion lives on inside us and comes out when we are stressed. Researchers at the University of Miami found that when people find themselves in stressful situations, they are likely to consume 40 percent more food than normal. Those scientists recommended turning off the nightly newscast before eating dinner, to keep bad news – and overeating – at bay.

## 7. Stress can make you look older

Chronic stress contributes significantly to premature aging. Researchers at the University of California, San Francisco, discovered that stress shortens telomeres – structures on the end of chromosomes – so that new cells can't grow as quickly. This leads to the inevitable signs of aging: wrinkles, weak muscles, poor eyesight, and more.

## 8. Stress weakens your immune system

The connection between mind and body is often underestimated. But everyone has experienced a cold when they can least afford to. That's because the high demands stress puts on the body make the immune system suffer, which makes you more vulnerable to colds and infections. The American Psychological Association (APA) recommends calming exercises, as well as social outlets, to relieve stress.

## 9. Stress can lead to long-term disability

The potential dangers created by even mild stress should not be underestimated. They can lead to long-term disability serious enough to render you unable to work. Researchers reached this conclusion after their five-year study of 17,000 Swedish working adults, ages 18 to 64, published in 2011 by the Journal of Epidemiology and Community Health. One in four study subjects in the Stockholm area who had mild stress were awarded disability benefits for physical conditions like angina, high blood pressure, and stroke. Nearly two-thirds drew benefits for a mental illness.

Read the full article by Brian Krans here: <https://www.healthline.com/health-news/mental-eight-ways-stress-harms-your-health-082713#1>

# Supervisor Secret: Training Adults Using Participatory Learning

Want to see a higher rate of retention and return on investment in your training program? Keep these characteristics in mind when it comes to adult learning.

1. Adults are self-motivated.
2. Adults expect training to apply immediately and directly to their lives/work/job.
3. Adults learn best when they are actively engaged – and not passively listening to a lecture or video.
4. Learning activities for adults work best when learners can practice and develop both technical knowledge and general skills.
5. Adults learn best when they can interact with both the instructor and their peers. This can be done in a variety of ways – even when using online learning.
6. Adult learners retain and understand concepts when personal experiences are shared.

## Participatory Methods of Instruction

Let's look deeper into the concept of engaging learners by sharing personal experiences – or participatory training. Participatory training methods draw on participants' own experiences. They encourage teamwork and group problem solving. Participants can analyze safety and health problems in a group and work to develop solutions. There can also be valuable exchanges between workers and trainers about their lives and work.

Participatory methods work well with people who have difficulty reading and writing. They also allow the instructor to see who is having difficulty with certain concepts and to

engage with them to ensure comprehension.

## Participatory methods:

1. Draw on the participants' own knowledge and experience about safety and health issues.
2. Emphasize learning through doing without relying on reading.
3. Create a comfortable learning experience for everyone.

## Samples of Participatory Methods

Participatory training methods draw on the trainee's own experiences and knowledge, as well as encourage valuable exchanges between workers and trainers. The following are examples of methods to encourage trainees to participate and be actively engaged in class:

- Ice-breakers
- Small group exercises
- Role-playing
- "Trigger" visuals
- Games
- Brainstorming
- Demonstrations and hands-on activities
- Participatory lectures



## First Aid - When Minutes Matter

- A human heart can cease beating within **4 minutes** after breathing stops.
- Permanent brain damage can occur within **4 to 6 minutes** after breathing stops.
- Average ambulance response time is **8 to 12 minutes**.
- More than **1/3** of Canadian deaths each year are attributed to coronary disease, which makes it the leading cause of death in Canada.
- Each year, more than **350,000** people in the United States — one every 90 seconds — experience cardiac arrest. Those who receive CPR from a bystander are up to **3** Times more likely to survive than someone who doesn't receive such assistance.
- The survival rates of individuals suffering cardiac arrest decrease by approximately **7 - 10%** every minute that defibrillation is delayed.
- The use of an Automated External Defibrillator (AED) can save the lives of **30% or more** of those who suffer cardiac arrest.
- When defibrillation is delayed, survival rates decrease to approximately **50% at 5** minutes. The earlier defibrillation occurs, the better the prognosis.
- Research shows that people who have first aid training can reduce their own personal injuries by as much as **30%**.