



# Safety Meeting

Safety, Teamwork & Our Customer's 1<sup>st</sup> Choice

## Meeting Leader Instructions

These meetings are more than “safety” meetings. While they address safety as a top priority, these meetings are also an opportunity for you to interact with your team; a chance to learn about and from your people. It is also an important time to boost morale and show that we care about them very much.

### **Leadership Goals**

- ◆ To keep everyone well and working
- ◆ Keep morale high (happy people have fewer and less severe injuries)
- ◆ Provide essential information in a fun, easy to remember format
- ◆ Answer the “What’s in it for me?” safety question from the employee perspective
- ◆ Discuss several types of injuries and how to prevent or minimize them.

### **Orientation**

Safety meetings are an important tool in educating workers on how to work without injury. However, people must want to be “well and working” and happy in their employment for safety meetings to be truly effective.

Each safety meeting provides an opportunity for open communication, feedback and a shared direction regarding anything that affects the potential for work related injuries.

The materials provided for each safety meeting include a:

- ◆ Meeting Focus Sheet
- ◆ Hand-out
- ◆ Quiz

The focus sheet states the safety mission statement, outlines the goals and action plan for that meeting, and makes suggestions regarding props that can be used to enhance the experience. These meetings are meant to be interactive.

## ***Meeting Tips***

### Before the meeting

- Read the employee handout in advance and make sure there are enough copies. A meeting focus sheet should be the top page of each meeting's handout.
- Review the sections of the IIPP handbook you will refer to during the meeting
- Decide on and purchase the incentive reward ... for the first person to correctly answer a question or willing to speak/engage in the conversation (candy, a small gift card, etc. – be creative)
- Assemble appropriate props (topic focus sheet may include suggestions)
- Sign in sheet (pass out at the end of the meeting)
- Prepare for a 30-minute meeting – time moves quickly so monitor it closely.

### During the meeting

- Pass out the handouts
- Review the focus page and 1-page hand-out – recite the mission statement
- Incentive award – it is generally best to do your incentive activity early in the meeting
- Discuss the topic handout - keep people engaged - Ask questions, have them work in twos for 5 minutes, etc., encourage feedback– use your props. Let the participants discover the information themselves during the meeting rather than just hearing it from you...keep the time conversational but focused.
- Pass out the sign in sheet
- Have them take the quiz – go over it before they leave – collect them



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## SIGN IN SHEET

<b>Employer:</b>	
<b>Training Date:</b>	
<b>Facilitator:</b>	
<b>Topic:</b>	

### ATTENDEES

<b>1</b>		<b>11</b>	
<b>2</b>		<b>12</b>	
<b>3</b>		<b>13</b>	
<b>4</b>		<b>14</b>	
<b>5</b>		<b>15</b>	
<b>6</b>		<b>16</b>	
<b>7</b>		<b>17</b>	
<b>8</b>		<b>18</b>	
<b>9</b>		<b>19</b>	
<b>10</b>		<b>20</b>	

**Notes:**



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## SIGN IN SHEET

Slips, trips and falls are among the major causes of guest accidents. Besides the potential injury resulting in pain and suffering of our injured guests, these accidents can reflect adversely on our company's public image and on our insurance claims experience and insurability. Therefore, we need to protect our guests and ourselves by avoiding guest incidents.

### ***Safety Mission Statement***

The health and safety of our staff and guests is top priority. We are all responsible for making this happen. Our attitude and commitment to a fun and safe workplace will help encourage our customers to make us their 1<sup>st</sup> choice.

### ***The Goals***

1. To know what to do and how to respond in the event of a guest incident or accident (whether involving bodily injury or property damage).
2. To be familiar with the incident/accident report and proper procedures for completing it.

### ***Trainer's Note***

Read through the entire module prior to beginning the training session.

### ***Meeting Action Plan***

1. Memorize and recite the Safety Mission Statement (3 mins)
2. Incentive award (to the 1<sup>st</sup> person to provide input or answer the question below) (3 mins) Ask about the impact on the company of guest accidents?
3. Review the meeting goals; go through the hand-out in open discussion format...let people take turns reading or discussing sections...make it interactive (15 mins)
4. Share a story or two regarding "prior guest incidents" and how they were handled (no names please) (5 minutes)
5. Successfully complete the quiz...have fun (4 minutes)

### ***Suggested Props***

1. A copy of the incident/accident report form (include a sample with the handout)
2. A copy of the Safety Guidebook – to point out the section referencing Guest Accidents, if applicable



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## Safety Meeting Topic – Guest Incidents

When **bodily injury or property damage** occurs as a result of an incident/accident at your location you should do the following:

- 1) Be polite, courteous and understanding with the person. You do not want his/her actual or imagined injuries to include undue mental distress, harassment, embarrassment or the like.
- 2) Obtain appropriate first aid and/or medical assistance immediately.
- 3) If the injured party has questions about follow-up medical treatment, tell the person that a representative of our insurance company will contact them.
- 4) **Do not admit fault or any type of negligence or make any commitments.** Do not discuss prior incidents involving similar circumstances at your location.
- 5) Assist Estate Services, as requested, in promptly completing an Incident/Accident Report (copy attached):
  - a) Take pictures of the loss site or damaged property as soon as possible whenever possible. This will help others visualize how the loss occurred and the pictures may be invaluable at a later date (e.g. a wet condition existing at the time of the loss may not exist the following day). Please forward pictures to your supervisor.
  - b) Identify witnesses and/or staff in the vicinity of the incident/accident.
  - c) Identify the relationship, if any, between the witnesses and the injured party.
  - d) List all pertinent facts appropriate to the type of accident, for example, in a "slip and fall".
- 6) Be sure to take necessary steps to protect others from further injury or property damage and to prevent recurrence.
- 7) Prompt reporting of all claims is imperative. Claim reports should be complete within 24 hours of the incident. Late reporting of bodily injury claims could result in the injured party obtaining an attorney prior to the insurance company becoming aware of the incident/accident. This could jeopardize our insurance coverage.
- 8) Be prepared to discuss the incident/accident with a representative of our insurance company.

Please note that in order to make claims reporting as prompt and complete as possible, we ask that you complete an Incident/Accident Report Form for any and all third party claims.



# Quiz

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## Safety Meeting Topic – Guest Incidents

1. When a guest slips or falls at your location, it is helpful to tell them about other people who have also experienced the same situation at your location and that it is nothing to feel embarrassed about.

True or False

2. It is important to let a guest who makes a claim for bodily injury or property damage know that your company carries insurance that will pay for any loss or damage the guest has.

True or False

3. The incident report form is important but if you can't get it completed right away, just remember as much of the detail as you can and fill out the form as soon as you can get to it.

True or False

4. It is important to get the completed incident/accident report form completed within the following time frame...

- a. 10 days
- b. 24 hours
- c. 60 minutes

5. Please put the following actions in order of sequence beginning with what should be done first...

- \_\_\_ a. Take necessary steps to prevent others from future injury or damage
- \_\_\_ b. Obtain appropriate first aid or medical assistance immediately
- \_\_\_ c. Advise if the police were called so we can obtain a copy of the police report
- \_\_\_ d. Take photos of the loss site or damaged property

Name \_\_\_\_\_ Date \_\_\_\_\_



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## QUIZ ANSWERS

### Guest Incidents

1. False
2. False
3. False
4. b. 24 hours
5. b, d, a, c