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## SAFETY TRAINING

### Delivering Safety Training to Millennials - Part 1

**T**here seems to be a stigma around training millennials, those born between 1980 and 2000, give or take a few years. Millennials are thought to be hard to engage and even harder to keep interested because of their need for instant gratification and short attention spans.

While this generation may be wired differently than earlier generations that did not grow up immersed in technology, it doesn't mean they are untrainable. In fact, it may surprise you to learn then, that millennials WANT training from their employers.

Providing regular training is one of the best ways to reduce turnover and boost productivity in millennial employees. As with any group though, knowing your audience, tailoring training content and offering options when it comes to training delivery will lead to a more successful outcome.

The focus in recent years on the aging workforce is now shifting to millennials in the workforce, and with good reason. Based on U.S. and Canadian census numbers and reports from the [Pew Research Center](#) and [EnviroNics Analytics](#), millennials are now the largest segment of the labor force in both countries.

Not only do millennials make up the largest percentage of the workforce now, it looks like that number is going to continue to grow. According to the U.S. Bureau of Labor Statistics, [by 2020, nearly 50% of the U.S. workforce will consist of millennials. In Canada, the forecasts predict millennials will make up 75% of the workforce by the year 2028.](#) The time to engage your millennial employees is now and one of the best ways to engage them is through the smart use of technology and online learning.

Let's start by looking at some key characteristics of millennials that will help you get to know your audience of millennials better.

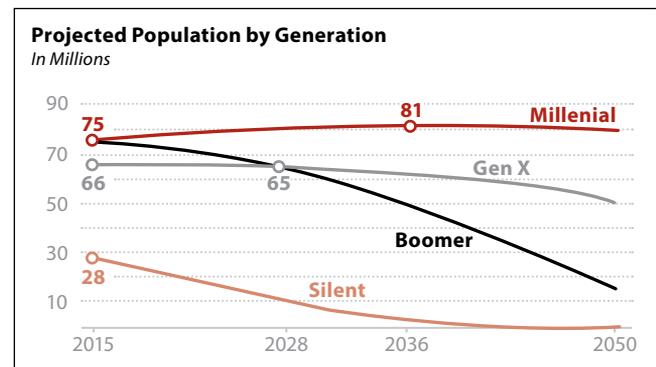
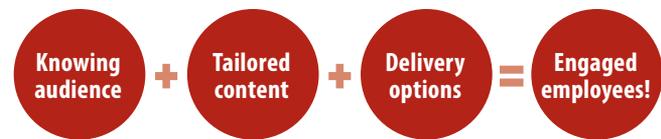
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## MILLENNIAL CHARACTERISTICS

- 1. They have the technology and they aren't afraid to use it.** Millennials have grown up immersed in technology. So not only are they tech savvy, they are used to finding what they want, when they want it and finding it immediately. This means being able to access content of all types, including training, on their own terms. Even more than just being tech savvy, millennials LOVE their technology. A [2013 study by Telefonica](#) of over 12,000 millennials showed that in North America 71% of respondents own a smartphone and spend an average of 7 hours a day on it. Millennials are highly mobile and are comfortable accessing and receiving information, including training, through the use of technology and mobile devices. In fact, they expect to.
- 2. Risky Business.** Want to shake up your training routine? Millennials are up for it! Millennials are generally more risk tolerant than previous generations. This higher risk tolerance coupled with an entrepreneurial mindset also gives them a sense of confidence and a desire to make their mark at work and in the world. This makes them the perfect group to introduce new styles and methods of training to. If you aren't giving them the information and training they want, they will move on to the next opportunity to get it. So changing up your training can help reduce turnover and increase job satisfaction.

- 3. It's a big world out there.** Finally, many millennials have a wide world view. Diversity in their work *and* personal lives is the norm rather than the exception. They also have a strong sense of social consciousness and want to work for companies that promote diversity, social causes, and good corporate citizenship. [Globally, 40% of millennials believe they can make a global difference](#) and in North America that percentage jumps to 52%. Training content must reflect this wide world view to engage and be meaningful to millennial learners.

Next month we will look at ways to tailor training content for millennial learners. ❖



Source: The Pew Research Center

	Millenials	Generation X	Boomers	Pre-Boomers
Born	1981-2000	1966-1980	1946-1965	Before 1946
Age in 2015	15-34	35-49	50-69	70+
Population in 2015	9.5M	7.2M	9.5M	3.9M
% of Population	27%	20%	27%	11%
% of Labour Force	37%	31%	30%	1%
Households in 2015	2.8M	4.1M	5.6M	2.1M
% of Households	19%	28%	38%	15%

Source: Statistics Canada (population) and Environics Analytics (households)

## ABOUT US

### SafetySmart

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# POLICIES AND PRACTICES

## Ladder Inspection Form

Inspect ladders before each use. Remove any unsafe ladder and report it to your supervisor.

LABEL	Not Applicable	Condition OK	Needs Repair
Ladder is labelled or marked with its load and duty rating.			
LADDER PARTS	Not Applicable	Condition OK	Needs Repair
All parts are in place.			
Parts are free of defects (cracks, dents, bends, breaks, splits, sharp edges, corrosion, rust, rot, decay or excessive wear).			
Rungs and steps are free of mud, grease, oil, wet paint, snow or other slippery substances.			
Rungs, steps and side rails are connected securely.			
Bolts, rivets, nails and screws are secure.			
Moving parts move freely without binding or too much play.			
Safety shoes or feet are in good repair and clean—not missing or loose.			
Slip-resistant tread on feet is in good condition—not excessively worn.			
EXTENSION LADDERS	Not Applicable	Condition OK	Needs Repair
Metal bearings in locks, wheels and pulleys are lubricated.			
Locks or latching mechanisms are not missing, broken or loose.			
Locking guides or brackets engage properly.			
Rope tracks properly in the pulley.			
Ropes are not frayed, cut, badly worn, burned or showing mildew or rot.			
Ropes are free of tangles.			
STEPLADDERS	Not Applicable	Condition OK	Needs Repair
Spreader bars are tight and have all rivets.			
Spreader bars open fully and lock.			
<b>Inspector's signature:</b>			

## SCORECARD

## Recent OSHA Cases &amp; Fines

**Boston company cited for multiple violations after two die in trench collapse.** Two employees died when the 12-foot-deep trench in which they were working collapsed, breaking a nearby fire hydrant supply line and filling the trench with water. OSHA inspectors found that Atlantic Drain Service Co. Inc. and its owner, Kevin Otto, failed to provide basic safeguards to prevent a trench collapse and did not train employees to recognize and avoid cave-in hazards. Other violations included failing to: provide a ladder so employees could exit the trench at any time; support other structures near the trench that posed overhead hazards; and supply hardhats and eye protection. The Boston-based company was cited for 18 safety violations and proposed \$1,475,813 in fines. OSHA cited Atlantic Drain trenching worksites for similar hazards in 2007 and 2012. Read the [news release](#) for more information.

**Washington roofer cited for repeatedly exposing workers to fall hazards.** A Mukilteo roofing company faces large fines for multiple safety violations that exposed workers to potential falls from more than 30 feet high and other hazards at job sites in Issaquah and Vancouver.

The Washington State [Department of Labor & Industries](#) (L&I) has cited America 1st Roofing & Builders Inc., for 21 safety violations in all, found during four separate inspections. In total, the company faces \$642,540 in penalties. During the inspections, L&I discovered eight violations of rules that require proper fall protection equipment and work plans to protect employees working 10 feet off the ground or more. L&I inspectors saw employees working 11 to 18 feet off the ground.

Based on the company's history and prior knowledge of the hazards and regulations, these violations were cited as "willful," each with a penalty of \$66,000. A ninth violation was also cited as willful with the maximum legal penalty of \$70,000, after one inspection found an employee working unprotected on a rooftop 32 feet off the ground.

The inspections began in August 2016, when an L&I investigator saw a worker on the roof of a three-story home under construction. America 1st has been cited for repeat-serious violations of fall protection rules at least six times in the last three years.

"Seven construction workers fell to their deaths last year in our state," said Anne Soiza, assistant director for L&I's Division of Occupational Safety and Health. "Falls are the leading cause of construction worker deaths and hospitalizations, and yet they're completely preventable by using proper fall protection and following safe work practices."

Along with the fall protection violations, America 1st was cited for unsafe ladder use; not ensuring walk-around safety inspections at the beginning of each job and weekly; not requiring hard hats when working under overhead hazards; scaffold safety; not having an accident prevention program; and for not having someone with first-aid training at the worksite.

The company has appealed, and the appeals are pending.

A serious violation exists when there's a substantial probability that worker death or serious physical harm could result from a hazardous condition. A willful violation can be issued when L&I has evidence of plain indifference, a substitution of judgment or intentional disregard of a hazard or rule.

**Georgia cleaning service cited for slip hazards that led to worker injury.** OSHA conducted an inspection of Chestatee Regional Hospital in Dahlonega, Ga., after learning that a worker broke her hip when she slipped and fell while cleaning a room. The worker's employer, cleaning contractor Healthcare Services Group Inc., was cited for eight violations of workplace safety and health standards. Violations included not providing dry standing places or mats for workers cleaning and waxing floors, and not providing personal protective equipment to prevent exposure to hazardous chemicals. For more information, [read the citations](#).

**Construction company cited for exposing workers to potentially fatal falls at two Washington, D.C., worksites.** OSHA cited Master Carpentry Inc. after inspectors observed the company's workers exposed to fall hazards at two construction sites in Washington, D.C. In the [first incident](#), two workers on the roof of a large residential structure were seen wearing personal fall arrest equipment that was not tied off to secure anchor points. In a [second incident](#) six days later, a worker was seen standing on the flat roof of a three-story row house with no fall protection. Master has been cited for fall hazards multiple times in the past five years.

**Illinois company cited for exposing workers to chemical hazards.** OSHA initiated an inspection of Orion Industries Ltd. in response to two employee complaints of exposure to air contaminants at its Chicago facility. The inspection identified workers in the spray painting operation being exposed to hexavalent chromium at levels approximately 40 times the permissible exposure limit. Inspectors [cited the company](#) for lacking sufficient engineering controls, work practices and protective gear to safeguard workers against exposure to hexavalent chromium. Orion has been prompt in addressing the worker overexposures since being informed about them and achieved significant reductions by the time of its closing conference with OSHA inspectors.

**Alaska cites three companies that risked pipeline explosion at construction site.** The [Alaska Occupational Safety and Health Division](#) has cited Universal Energy, Price Gregory International Inc. and Quanta Power Generation Inc. for multiple safety violations on a construction project in Anchorage, Alaska. An inspection at the Municipal Light and Power plant found that a pressure relief valve had been removed from a steam piping system and that system was put into operation without other safeguards in place. Two days later, the pressure reached dangerous levels, causing violent shaking of the piping system and leading to the evacuation of employees. Read the [news release](#) for more information.

**Washington beverage company cited for exposing workers to chemical hazards.** Johanna Beverage Company in Spokane was cited for four workplace safety violations by the [Washington Division of Occupational Safety and Health](#) after exposing workers to ammonia from three separate chemical leaks. Inspectors found that the company failed to: develop a written emergency response plan in the event of an ammonia leak; provide workers with emergency response training; and provide an ammonia alarm system to alert workers when they need to evacuate. For more information, read the [news release](#). ❖

### Climb Your Way to Safe Ladder Use

#### WHAT'S AT STAKE?

Of all occupational injuries, falls are the second leading cause of death next to highway crashes. Falls remain a leading cause of unintentional injury mortality and over 40% of fatal falls in the last decade have involved a ladder. At work, approximately 20% of fall injuries involve ladders and among construction workers, an estimated 81% of fall injuries treated in emergency departments involve a ladder.

#### WHAT'S THE DANGER?

Ladders are such a common sight at work and at home that it's easy to get too comfortable with their use. This comfort often leads to a slack in safe use and set up and too often ends up in someone being seriously hurt. Overloaded ladders can break and collapse. Improper set up can cause a ladder to slip or tip, or even lead to shock if the ladder is too close to power lines.

#### HOW TO PROTECT YOURSELF

##### Capacity and Balance

Losing one's balance accounts for 18% of ladder falls that would be less likely to occur if the ladder itself is stable.

- Know the capacity limits of the ladder you're on and don't exceed that limit. Remember to include your weight and the weight of any tools or equipment on you.
- Maintaining three points of contact while you are climbing up or down the ladder and while on the ladder can help prevent loss of balance.

##### The Right Angle

40% of ladder falls resulted from the ladder itself moving. The large majority of these cases involve the bottom of the ladder moving.

- Non-self-supporting ladders, which must lean against a wall or other support, must be positioned at such an angle that the horizontal distance from the top support to the foot of the ladder is about 1/4 the working length of the ladder. In the case of job-made wooden ladders (when and if allowed), that angle should equal about 1/8 the working length.

- Secure the top and bottom of the ladder if possible, or have someone hold the ladder steady while you climb or are on the ladder, to prevent it from slipping.

##### Rungs

24% were attributed to slips on the rungs of the ladder.

- Inspect the steps to make sure they are free of any slippery material and wear appropriate footwear along with choosing ladders with anti-slip surfaces on the rungs.
- Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.
- Ladder rungs, cleats, or steps must be parallel, level, and uniformly spaced.

##### Other Precautions

24% were attributed to slips on the rungs of the ladder.

- Inspect all ladders before you use them.
- Never use a ladder for any purpose other than the one for which it was designed.
- The area around the top and bottom of ladder must be kept clear.
- Take precautions, such as blocking off the area around the bottom of the ladder, to keep pedestrian and vehicle traffic a safe distance away.
- Metal ladders must never be used around or while working with electricity.
- Get off the ladder before you move it - don't try to "bunny hop", even if it's just a few inches.
- Carry tools in a tool belt or use a hoist - don't carry them in your hands.
- Face the ladder when climbing and descending and never overreach while on a ladder. To prevent this, keep your body within the side-rails.
- The spreader or locking device on foldout or stepladders must be in an open and locked position when in use.

#### FINAL WORD

*Resist the urge to become a safety slacker when it comes to ladder use; and follow procedures for safe set-up and use. ❖*

### TEST YOUR KNOWLEDGE

1. If you used a ladder yesterday, you don't need to inspect the same ladder today. You can assume it's still safe to use.  
 True  False
2. The correct set-up angle for an extension ladder is where the horizontal distance from the top support to the foot of the ladder is about \_\_\_\_\_ the working length of the ladder.
  - a. 1/4
  - b. 1/3
  - c. 1/2
  - d. 1/8
3. Three points of contact is only required when you don't have to carry tools while climbing the ladder.  
 True  False
4. It's safe to use a stepladder leaned up against a wall, if you don't have an extension ladder handy.  
 True  False

#### What Would You Do?

You see lightning off in the distance and hear the low rumble of thunder while you're finishing up work that requires you to be on a ladder. You've only got about 30 more minutes of work before you're done. What would you do?

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Quiz Answers: 1. False, 2. a, 3. False, 4. False



## FOCUS ON

# Summer Employment and Young Worker Safety



**T**he summer months bring in warmer air and young workers looking for summer employment. While this demographic of workers may only be with you for a few months, training them on how to be safe at work is still vitally important. Why? Because the injury rate for

young workers - those under age 25 - is almost twice as high than for workers over 25. This is particularly true in the first few months of work, making young, often inexperienced, summer workers, more susceptible to injury and illness.

On average, approximately 500 workers younger than 24 years of age die from work related injuries every year, and more than 800,000 are treated for nonfatal injuries in hospital emergency departments each year. While their injuries and illnesses might be similar, young workers face a different set of risk factors than older, more experienced workers. These risk factors include:

- Lack of on-the-job experience and training, including an understanding of risks associated with each job.
- A desire to do a good job and prove themselves, which can lead to doing unsafe things.
- Not being aware of their workplace safety rights and responsibilities and what jobs or tasks are illegal for them to perform.
- Hesitancy among many young workers to speak up about safety concerns.
- The feeling of invincibility which many young workers and young people in general have makes them more apt to take risks in and out of work.
- A still-developing sense of cause and effect makes it harder to grasp how an injury today could disable and impact them for life.
- A lack of hazard and risk awareness and the fact that they could be killed at work.

Employers have a responsibility to:

- Know and comply with child labor laws that apply to their business. The law outlines restrictions regarding the type of job workers under certain ages can and cannot perform to protect their health and safety. It also sets the hours that youth may work, both during the school year and during summer.
- Provide a safe and healthy workplace. A safe workplace for young workers does not happen by accident. Employers must check equipment young workers use

to ensure it is legal and safe, and provide warning signs on equipment not authorized for their use.

- Train young workers to recognize workplace situations that may pose health hazards, and stress putting safety first.
- Give detailed instructions on safe work practices and equipment operation, required personal protective wear, and emergency procedures.
- Provide adequate supervision. Make sure young workers follow proper procedures and perform their duties safely.

As a supervisor, you can directly affect and influence the actions of young workers by setting expectations up front by stressing these five simple but critical habits:

1. Know your safety rights. You have a right to a safe workplace, free from hazards. You do not and should not work in unsafe situations.
2. Ask and Tell. If you aren't sure about something, ask your supervisor. If you have concerns about a process, a safety practice, or yours or your co-workers' safety, ask or tell your supervisor immediately.
3. Pay attention. This means pay attention to training, to your supervisor, to experienced and safe co-workers, to your surroundings and to what your gut tells you about right and wrong and safe and unsafe.
4. Always wear your PPE. It may not look hip or fashionable but it's better than going through the rest of your life blind, scarred, or disabled.
5. Never be afraid to ask for help. There is no shame in needing and asking for help. It's the smart and safe thing to do. Remember, if you're ever in fear for your safety, stop what you're doing and go tell someone who can help you. ❖

### NEWS YOU CAN USE

#### **Niosh Online Network Helps Healthcare Facilities Address Bloodborne Pathogens and Other Hazards**

The National Institute for Occupational Safety and Health has established a web-based injury and exposure monitoring system available at no cost to healthcare facilities. This secure system enables participating facilities to analyze worker injury and exposure data that they already collect. Trends for traumatic injury and hazardous exposures are visualized using a chart function. The system allows facilities to track five common work-related injuries and exposures in healthcare: sharps injuries; blood and body fluid exposure; slips, trips, and falls; patient handling injuries; and workplace violence. Visit the [OHSN webpage](#) for more information and to begin the enrollment process.

## PICTURE THIS

## Can't See the Forest for the Trees



Whoever set this ladder up must have been so focused on getting the job done that he or she forgot to follow basic safety procedures. The lack of any sort of barricade to ward off oncoming vehicle traffic is the most glaring safety misstep.

We can't see what this ladder is being leaned against but we can assume it's a branch in the tree. Makes you wonder how sturdy the branch is, but even then, the area around the top (and bottom) of a ladder must be clear.

Finally, non-self-supporting ladders, must lean against a wall or other support, and be positioned at such an angle that the horizontal distance from the top support to the foot of the ladder is about 1/4 the working length of the ladder. ❖

## NEWS YOU CAN USE

### OSHA to Delay Enforcement of Crystalline Silica Standard in the Construction Industry

OSHA announced it will delay in the enforcement of the [crystalline silica standard](#) in construction from June 23 to Sept. 23. The three-month delay will allow for more outreach to be conducted and guidance provided to employers. The compliance deadlines for general industry and maritime, set for June 2018, remain unchanged. For more information, read the [news release](#).

## SEVEN STATISTICS

## Ladders



1. According to the American Academy of Orthopedic Surgeons, every year **500,000** people are treated for ladder-related injuries and approximately 300 of these incidents prove to be fatal. They further estimated that ladder-related injuries effectively cost the public more than \$11 billion annually.
2. Of all occupational injuries, falls are the second leading cause of death next to highway crashes. Falls remain a leading cause of unintentional injury mortality nationwide, and **43%** of fatal falls in the last decade have involved a ladder. Among workers, approximately **20%** of fall injuries involve ladders. Among construction workers, an estimated **81%** of fall injuries treated in U.S. emergency departments involve a ladder.
3. In 2013, 175,790 people were injured on ladders severely enough to require a trip to the hospital. Nearly **20,000** people were injured and **133** died due to falls from a ladder or scaffolding at work, according to Injury Facts 2016. Workers in the construction industry are most at risk.
4. Common sense leads us to the conclusion that a shorter ladder carries less risk of injury than a taller one, and to an extent, this is probably true. Someone can, however, sustain serious injury from even a short fall. A 2011 estimate from the Occupational Injury and Illness Classification System (OIICS) claims that **35%** of fall fatalities were from heights of 15 feet or less.
5. **40%** of ladder falls resulted from the ladder itself moving. The large majority of these cases involve the bottom of the ladder moving. You'll recognize that this kind of movement can happen no matter how high up you are.
6. **24%** were attributed to slips on the steps of the ladder. Inspecting the steps to make sure they are free of any slippery material and wearing appropriate footwear along with choosing ladders with anti-slip surfaces on the steps can help mitigate this risk.
7. Losing one's balance accounted for another **18%** of ladder falls which should be less likely to occur if the ladder itself is stable. ❖