

Building an Award-Winning Safety Program

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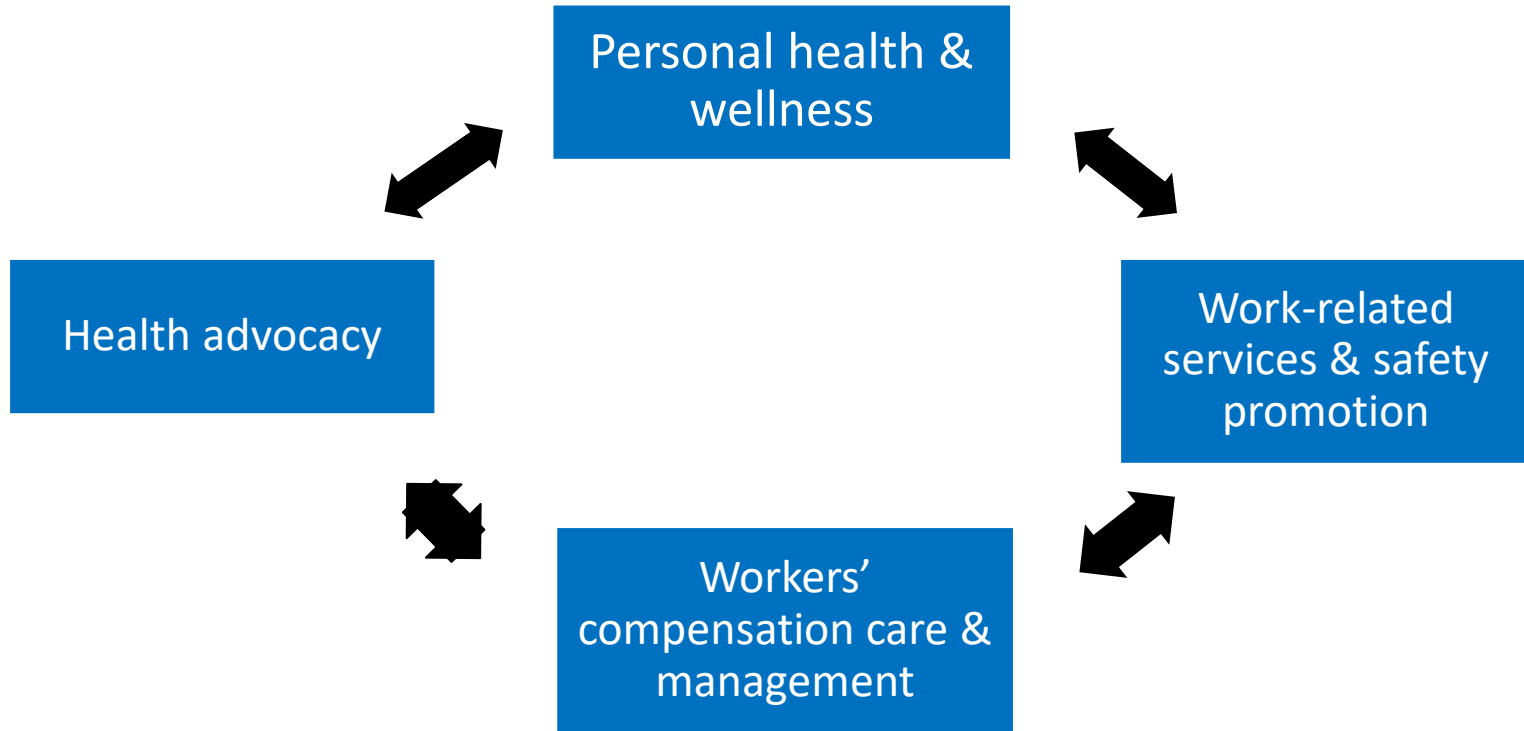
Editor-in-Chief
Risk & Insurance®

ERICKSON LIVING AT A GLANCE

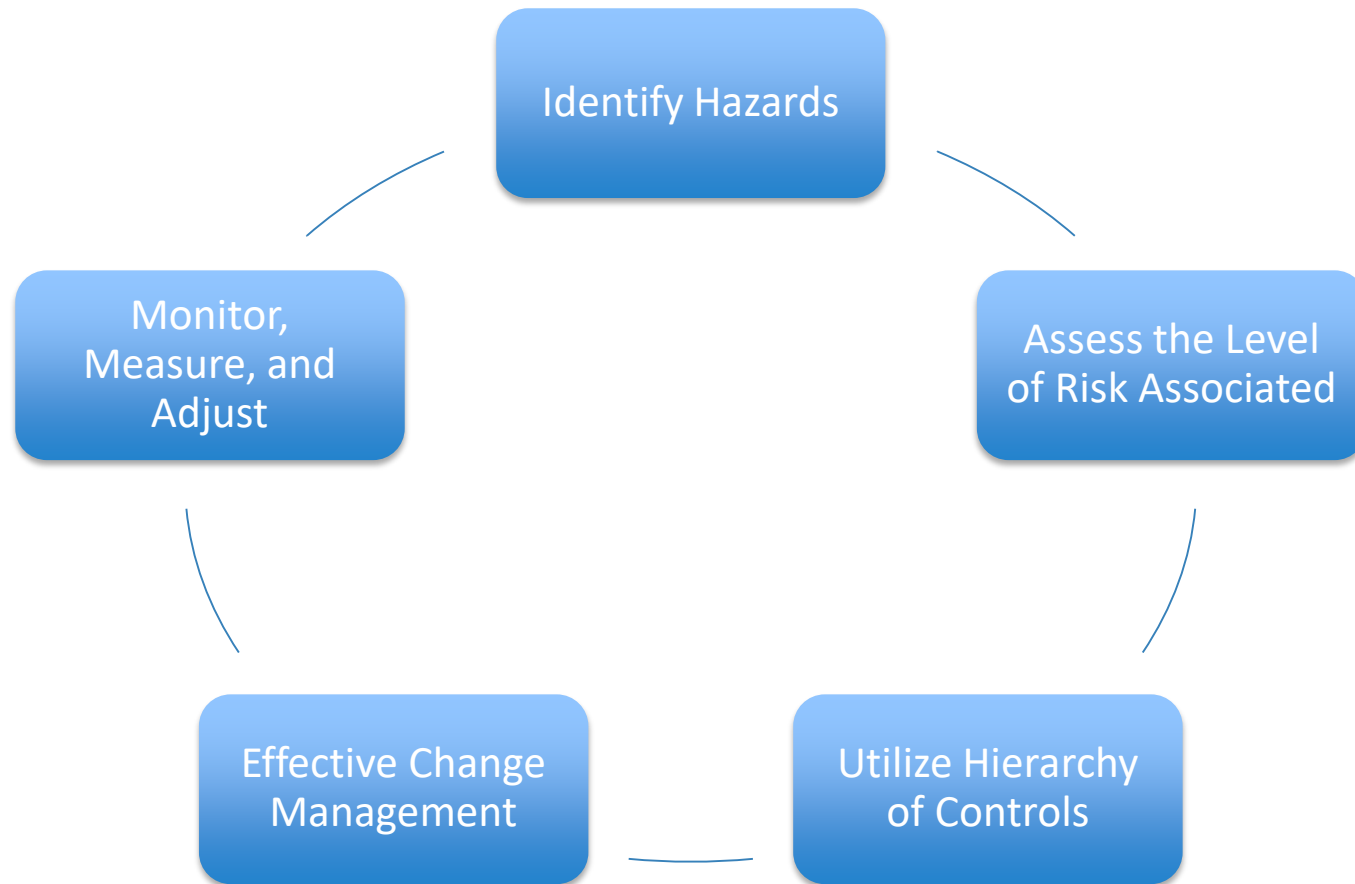


- Third-largest independent living provider in U.S.
- **19** communities in **11** states
- **23,000+** residents served
- **14,000+** staff; **8,500** full-time
- **96%** occupancy; industry standard is **90%**

INTEGRATED EMPLOYEE HEALTH, SAFETY & WELLNESS



PROCESS OF PROGRESSION



ERICKSON LIVING RECEIVES ACOEM'S CORPORATE HEALTH ACHIEVEMENT AWARD

National developer and manager of senior living communities honored for its outstanding health, safety and environmental practices

(Chicago, IL – April 10, 2016) Citing the company's success in nurturing an innovative culture of health and safety for its workers, the American College of Occupational and Environmental Medicine has awarded Erickson Living of Maryland its Corporate Health Achievement Award (CHAA). ACOEM made the announcement as a part of its observation of national Workplace Wellness Week and as it celebrates the 20th Anniversary of the CHAA.

The CHAA recognizes quality occupational and environmental health programs, identifies model programs and outstanding practices with measurable results, and encourages organizational self-assessment and continuous improvement. Recipients of the annual award are judged on the strength of their health and safety programs for individual employees, their comprehensive programs to protect the environment, their strong leadership and management, and for their sustainable efforts to create an overall work culture that emphasizes healthy lifestyles and safety consciousness. Only organizations with the most exemplary health and safety practices are considered for the award.

WHERE WE WERE

- We were collecting data in a DOS-based system!!!!
- Lack of ability to tie *incident data* to *claims data*
- Incapability to manage incidents that became claims
- Inability to trend incident data
- Limited claim data to trend and benchmark
- Result: Safety program suffered

THEN...

January 1, 2013: went live with new technology

Gathering data about 30,000+ incidents a year

- Tracking Injuries: Employee, Resident, Guests and Vendors
 - Tracking Incidents By Type, By Location
 - Trending commonalities and identifying patterns

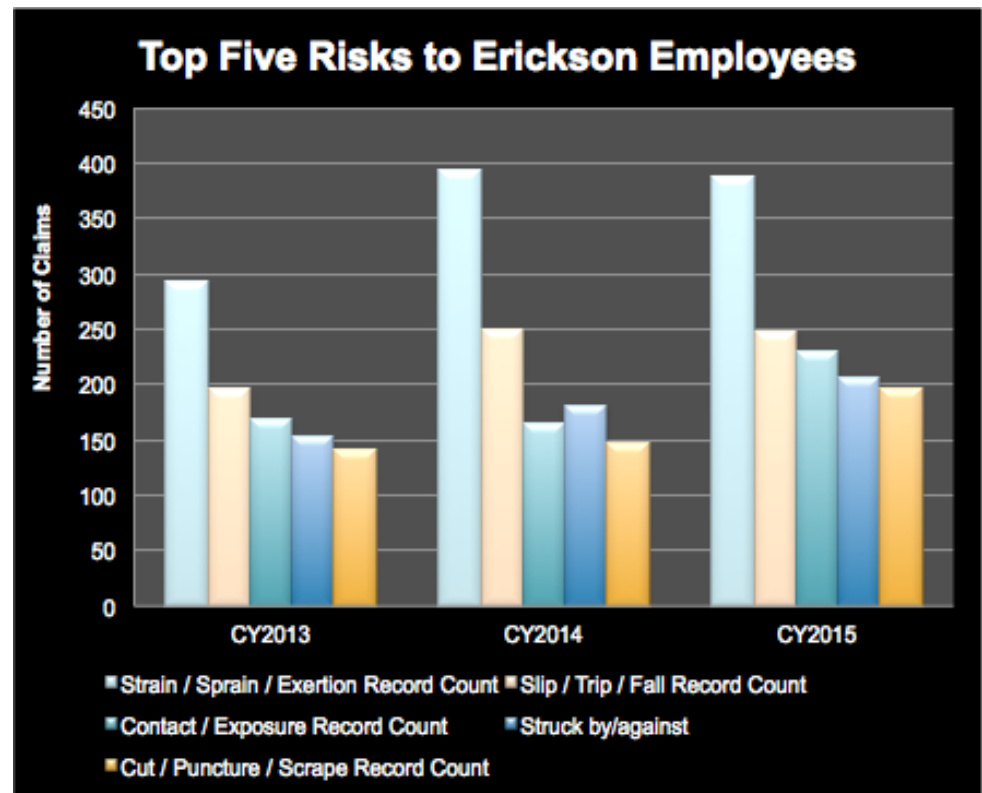
Managing Claims

- General Liability
- Professional Liability
- Property
- Workers' Compensation



WHERE WE ARE NOW

- Identifying Trends
- Monitoring Costs
- Consolidating best practices
- Focusing on specific injury causes
- Focusing on specific departments or locations



OUR SAFETY ROADMAP



**Safety
Begins With
You**



**The Three
A's**



**Culture
Centered on
Safety**

BUILDING OUR SAFETY CULTURE

		
<h2>AWARENESS</h2> <p>Be aware of the hazards around you.</p>	<h2>ACCOUNTABILITY</h2> <p>Be accountable for all that you do.</p>	<h2>ATTITUDE</h2> <p>A great attitude goes far!</p>
<p>How can you reduce the risk of injury on the job? Adopt an alert mentality and understand the potential dangers in your day-to-day tasks. When you act in a safe manner, we all benefit. Remember, safety begins with you.</p>	<p>How can you ensure a safe workplace? Act in a professional manner and carry out your duties according to training and company policy. If you see something unsafe, tell your manager. Remember, safety begins with you.</p>	<p>How can you make the workplace even safer? Know the risks and adopt a safety-first attitude. Show that you care about yourself and your co-workers by following the programs in place. Remember, safety begins with you.</p>
<p>Safety begins with you</p> 	<p>Safety begins with you</p> 	<p>Safety begins with you</p> 
<p>FOLLOW THE 3 A'S OF WORKPLACE SAFETY: AWARENESS. ACCOUNTABILITY. ATTITUDE.</p>	<p>FOLLOW THE 3 A'S OF WORKPLACE SAFETY: AWARENESS. ACCOUNTABILITY. ATTITUDE.</p>	<p>FOLLOW THE 3 A'S OF WORKPLACE SAFETY: AWARENESS. ACCOUNTABILITY. ATTITUDE.</p>

SAFETY AWARENESS

- Monthly Safety Topics and Associated Posters
- Specific to the Hazards within a Department
- Proactive & Reactive



2016 Master Monthly Safety Topic Outline							
Global	Dining	Health Services	H / E and Grounds	Transit	House Keeping	Security	Office Personnel
Jan	Three A's of Workplace Safety / Incident Reporting	Three A's of Workplace Safety	Three A's of Workplace Safety	Three A's of Workplace Safety	Three A's of Workplace Safety	Three A's of Workplace Safety	Three A's of Workplace Safety
Feb	Bloodborne Pathogens	Electrical Safety	Cuts / BPP	Cuts / BPP	Cuts / BPP	Cuts / BPP	Cuts / BPP
Mar	Safe Lifting	Safe Lifting	SAFE Lift Campaign	Safe Lifting	Safe Lifting	Safe Lifting	Safe Lifting
Apr	Hazard Communication	Cuts / BPP	Proper Selection of PPE	Ladder Safety	Odorous	Ladder Safety	Respirators
May	Personal Protective Equipment	HeadCam	Person Centered Approach	PPE	Safe Backing	Slips Trips Falls	PPE
Jun	Summer Safety	Burns	SAFE Patient Handling	Tools and Machine Guarding	Distracted Driving	Burns	Burns
Jul	Electrical Safety	PPE	HeadCam	HeadCam	Vehicle Inspection Importance	HeadCam	HeadCam
Aug	Infection Control	Pre-Season Prep	Donning & Doffing of PPE	Electrical Safety / LOTO	Review of On and Off Backing	Electrical Safety	Infection Control
Sep	Work Place Violence Prevention	Dining Safety Footcans	Infection Control	Aerial Lifts	Use of Wheel chair lifts and emergency exits	Infection Control	Distracted Driving
Oct	Fire Prevention	Fire Prevention	Fire Prevention	Fire Prevention	Fire Prevention	Fire Prevention	Fire Prevention
Nov	Slips / Trips / Falls	Slips / Trips / Falls	Slips Trips Falls	Slips Trips Falls	Slips Trips Falls	Donning & Doffing of PPE	Donning & Doffing of PPE
Dec	Winter Safety	Year in Review	Year in Review	Year in Review	Year in Review	Year in Review	Year in Review

MAKING IT FUN

GS Safety Baseball!

17 / 17 Communities Participated
Approx. **2,400** employees
Coach You / Caught You
Employee engagement



Caught You!

Good Job

Name

Date

Safety Observation

TRAINING TIP

Coach You!

Name

Date

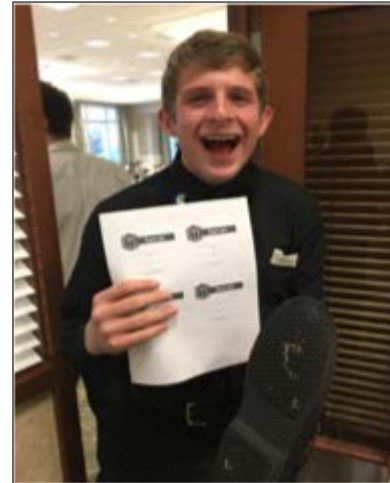
Safety Observation

MAKING IT FUN

Dining Safety Football

13 / 17 Communities Participate
4,206 employees out of **4,803** participated
Coach You / Caught You
Employee Engagement

	Good Job
_____	Name
_____	Date
_____	Safety Observation
	Coach You!
_____	Name
_____	Date



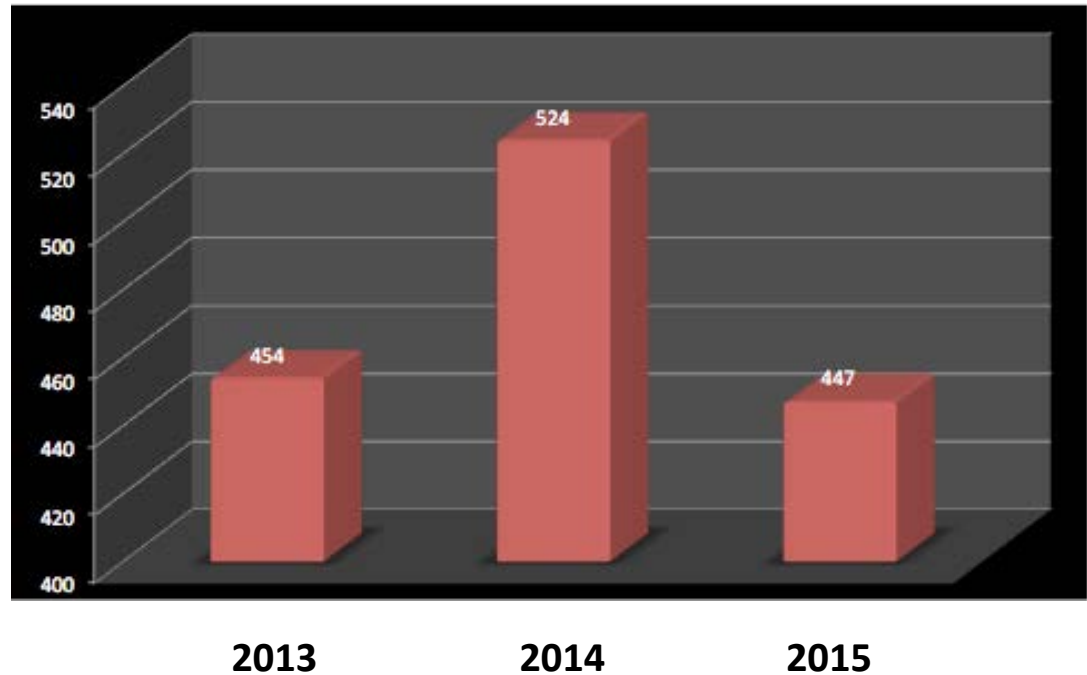
CONTINUING CARE

- SAFE Lift Campaign
- Enterprise wide focus
- Communicated through Peer Team Calls and Monthly Safety Topic

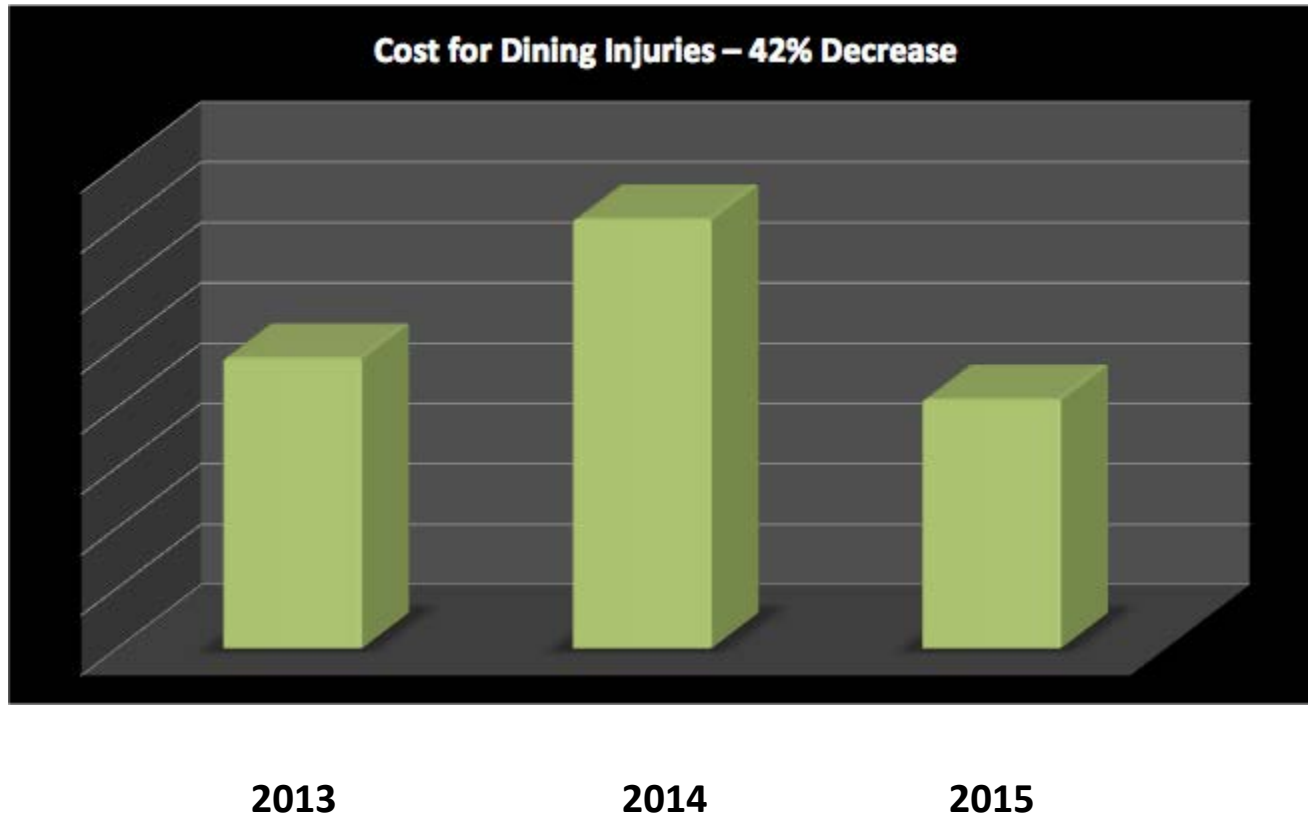


REDUCTION IN GENERAL SERVICE INJURIES IN 2015

77 fewer Incidents in the
past year
a **15% reduction.**



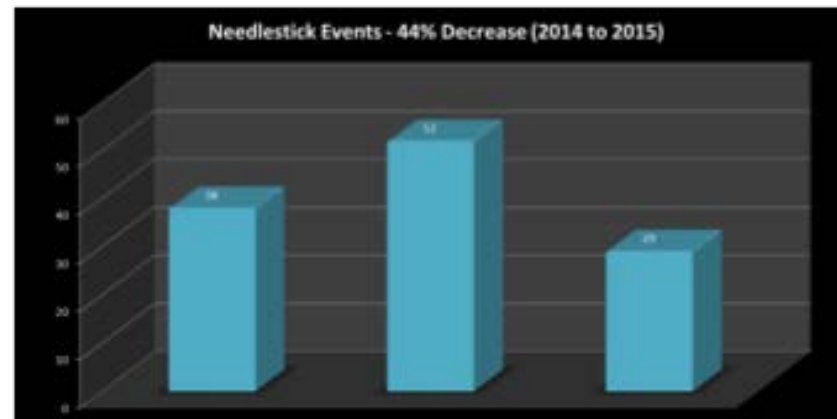
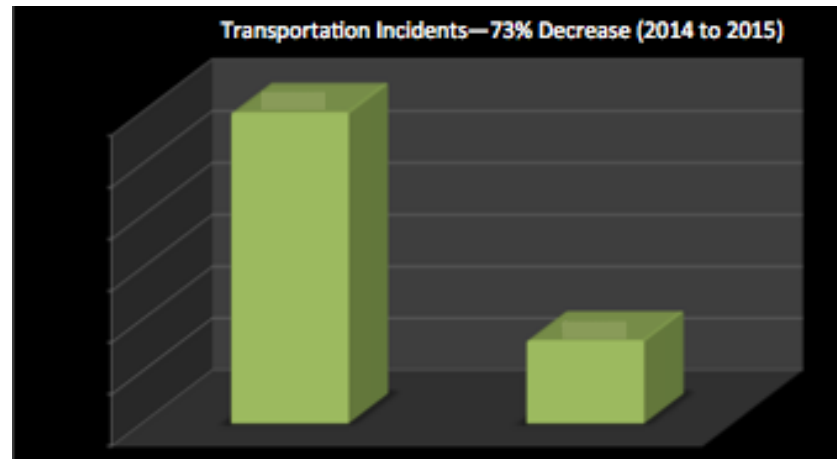
REDUCTION IN DINING INJURIES IN 2015



USE DATA ANALYSIS TO PRIORITIZE RESOURCES

Focusing on:

- Loss leaders
- Department-specific hazards and training
- Specific locations



MONTHLY FEEDBACK TO DEPARTMENT LEADERS

We provide:

- The numbers and types of Injuries
- The injury location (kitchen 1 or kitchen 2)
- The cost of each injury

Feedback from our communities and peer teams about what works and what does not.

Developing new ways to communicate the message.

- Peer team calls
- Safety topic of the month
- Safety in a Box

Developing partnerships.

- Department leaders
- Regional leaders
- Marketing

SUMMARY AND RECAP

Focus on Behaviors

The vast majority of workplace injuries are a direct result of unsafe behaviors. Aligning behaviors will create a culture based that parallels our mission in making safety a priority and everyone's responsibility.

Engage Your Employees

Utilize coach you/caught you cards to reinforce positive safety behaviors and also to use when observing an unsafe action as this is an opportunity to learn on the spot. The 'personal safety goals' card can outline safety objectives to work towards throughout the year.

Empower Your Employees

Reinforce personal accountability by educating employees that they have the responsibility to act safe and to report any potential hazard. Every employee should feel they can stop work if a risk is identified—without fear of reprimand.

Take the Lead

Safety starts at the top. As managers we set the example by our actions and habits. Let's make sure we're setting the right example and act as leaders. Continually address the importance of Awareness, Accountability, And attitude to generate safe habits. Be the champions of safety.

QUESTIONS



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