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December 3, 2004 Lunch Meeting 12 Noon

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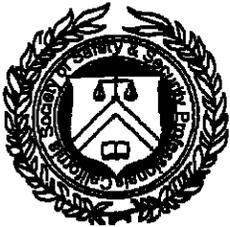
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C S S S P

California Society of Safety & Security Professionals Los Angeles County Chapter

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December Speaker

Our speaker this month is Mr. Jim Mathers, VP Distribution, North America for Cardiac Science, Inc. He is responsible for development, support, and revenue generation of all distribution partnerships and OEM partnerships in North America - all markets, commercial and professional.

His topic is: How to Create a Heartsafe Workplace through proper AED Program Deployment.

October Speaker

Joy Janes is Vice President and Regional Manager for Gateway Business Bank in Lakewood. She discussed about identity theft and ways we can avoid having to deal with this concern in our lives.

Warm Workers Work Better

Chilly workers not only make more errors than warmer ones, but cooler temperatures could increase a worker's hourly labor cost by 10 percent, according to ergonomics researchers at Cornell University in New York.

When office temperatures were raised from 68 to 77 degrees Fahrenheit, typing errors fell by 44 percent, while typing output jumped 150 percent.

"The results of our study also suggest raising the temperature to a more comfortable thermal zone saves employers about \$2 per worker, per hour," says Alan Hedge, professor of design and environmental analysis and director of Cornell's Human Factors and Ergonomics Laboratory.

"At 77 degrees Fahrenheit, the workers were keyboarding 100 percent of the time with a 10 percent error rate, but at 68 degrees, their keying rate went down to 54 percent of the time with a 25 percent error rate," Hedge says. "Temperature is certainly a key variable that can impact performance."

President's Message

Hello fellow members,

This election year has been very stressful for many Americans, because of our country being divided between the two major political parties. Many Americans participated in the election, while others did not. I was talking to a young man who chose not to exercise his right to vote. His decision not to vote was based on his disapproval of both candidates but does his decision eliminate him of his responsibility to vote when faced with a dilemma?

We as safety and security professionals have the responsibility to make decisions and those decisions should not be based on what is popular but based on what is in the best interest. These unpopular decisions can reflect strong reactions of disappointments, frustrations, anger and possibly violence from employees and management, but our responsibility of making those decisions has been met.

As professionals, it is important for us to take a stand, lead with example, educate and motivate others regarding their responsibilities and accountabilities. Our country's safety and security depends on it.

See you at the meeting.

Linda Hunter

Safety Trivia

What is the *second* most violated OSHA Standard?

Energize your Employees

Energize your employees by making sure your plans address one or more of the eight basic human desires. We all have desires for:

- | | |
|-------------|-------------|
| Activity | Ownership |
| Power | Affiliation |
| Competence | Achievement |
| Recognition | Meaning |

Forklift maintenance: What does OSHA mean by “in need of repair”?

OSHA recently issued a Letter of Interpretation to clarify the Powered Industrial Truck (1910.178) standard’s use of the terms “in need of repair,” “defective,” and “unsafe.”

Issue: The language of 29 CFR 1910.178(p)(1) requires that “[i]f at any time a powered industrial truck is found to be in need of repair, defective, or in any way unsafe, the truck shall be taken out of service until it has been restored to safe operating condition.”

Question 1: Can OSHA provide specific definitions of “in need of repair” and “defective?”

Reply: Neither 29 CFR 1910.178, its source standard ANSI B56.1-1969, nor the current ASME B56.1-2000 defines any of the words for which you request clarification. However, in determining whether a truck is “. . . in need of repair, defective, or in any way unsafe,” OSHA would take a variety of factors into consideration. These factors include, but are not limited to, the condition of the truck itself, the manufacturer’s limitations on the truck, and other safety issues, such as those considerations found in consensus standards like ANSI B56.1. While specific definitions of these words are not available, in this context OSHA will consider the totality of the circumstances surrounding a powered industrial truck in determining whether it is “in need of repair” or “defective.”

Question 2: What does OSHA mean when the word “unsafe” is used in the standard, and can OSHA provide examples of an unsafe condition on a powered industrial truck?

Reply: “Unsafe,” as used in 1910.178(p)(1), carries the general connotation of presenting a harm or risk. As stated above, OSHA will consider a number of factors in determining whether a powered industrial truck is unsafe. For example, all gauges must be functioning properly for the truck to be considered safe. Should a gauge not be functioning properly, that truck will usually be considered defective and in need of repair, thereby making the truck unsafe. Broken welds, missing bolts, or damage to the overhead guard would indicate that a truck is unsafe. Tires that are missing large pieces of rubber would present a risk to the truck operator, thereby making the truck unsafe. Such conditions must be repaired and corrected before the truck is placed back in service. It must be noted, however, that these are simply examples of unsafe conditions on a powered industrial truck; this list is not inclusive and there are certainly other conditions

“Interviewing-Interrogation”

by Crist Wagner

There is no doubt that most loss prevention practitioners perform or have performed interviews and interrogations to acquire information.

Frequently this information is relative to incidents, investigations and/or reports. For purpose of this article, the concept of interviewing and interrogation specially addresses interviewing and interrogation in terms of detection of deception.

There are many books and articles that have been written about the art of interviewing and interrogation and the reader is encouraged to seek out and study the topic to develop a proficiency in the subject. As a start, the practitioner is offered that there is a widespread misnomer that the two terms are one and the same. Although they have a common goal, that of obtaining information, they are not. This article is provided to clam the differences.

Specifically, an Interview is a question-and-answer session designed to elicit information. It differs from ordinary conversation in that the interview is:

- Structured
- Is designed for a purpose
- Can consist of one question or a series of questions Is non-accusatory
- Dialog is developed
- . The dialog is conversational
- The interviewer takes notes
- The interviewer is attempting to gain information

On the other hand an Interrogation is also a question-and-answer session however, is designed to elicit a confession. Again it differs from ordinary conversation in that interrogations are:

- Accusatory
- Interviewer talks in a monologue
- No notes are taken
- Purpose is to obtain a confession
- Interrogator is sympathetic and compassionate
- Interrogator has a strong case that the subject is guilty

This information is provided to the members as an aid in conducting and understanding the differences between an interview and an interrogation.

Additional information can be obtained from various sources such as:

Association of Certified Fraud Examiners, 716 West Avenue, Austin, Texas 78701 or John E. Reid and Associates, Inc., 250 S. Wacker Drive Ste. 1100 Chicago, Illinois 60606

Most Common Container Violations

Violations of the container management standards are very common. The majority of regulatory violations cited time and time again by state environmental agency inspectors as the most common are in connection with hazardous waste containers, particularly by hazardous waste generators. Not listed by severity, or frequency of findings, the violations include:

- **Failure to keep containers closed.** Inspectors often observe hazardous waste drums that have been left open during the entire work shift, or drums with open funnels.
- **Failure to mark the accumulation start date on the container.** Generators accumulating hazardous waste on-site without a permit must be sure to clearly mark on each container the date upon which each period of accumulation begins.
- **Failure to document inspections.** Generators as well as TSD owners and operators are required to inspect, at least weekly, areas where containers are stored. These facilities often cannot produce documentation that such inspections have occurred. Inspectors may ask to review up to 3 years of inspection records.
- **Containers missing the words "Hazardous Waste," or other required information on the container.** Some states also require additional information on the container, such as the hazardous waste number or chemical name that identifies the container's contents.
- **Using improper containers or containers in poor condition.** Containers must be in good condition and lined with material that will not react with the hazardous waste being stored therein.
- **Failure to comply with the special satellite accumulation area rules.** Generators accumulating hazardous waste on-site without a permit in accordance with the accumulation rules may accumulate up to 55 gallons (gal) of hazardous waste or 1 quart of acutely hazardous waste in their satellite accumulation area, provided specific requirements are met. Violations include: an absence of operator control of the process generating the waste, failure to list the date the satellite container reaches its accumulation limit (55 gal for hazardous waste or 1 quart of acutely hazardous waste), and failure to remove the waste from the satellite area within 3 days of exceeding the quantity limitations.

These violations can result in the state environmental agency assessing civil and/or criminal penalties and earn a generator or TSD owner or operator the dubious honor of being known as a facility that will need to be carefully examined in future visits by the agency's inspectors. A history of noncompliance can affect the severity of future penalties. Generators and TSD owners or operators can keep their wallets and reputations intact by carefully following the container management rules.

Safety Trivia Answer

It's the same one that accounts for more than 5% of all OSHA dollar penalties, the highest of any Standard. Almost 3 million workers are at risk from uncontrolled energy when servicing equipment. Every year there are 7,600 injuries from electrical contact alone.

Unnecessary injuries that could have been easily avoided - 80% of workers fail to turn off equipment before servicing it!

10 Tips for Avoiding Eyestrain

With the growing use of computers in the workplace and at home, more employees are spending more time in front of the computer monitor, which puts extra demand on the eyes. If computer workstations are set up incorrectly, it could lead to eyestrain. Here are 10 tips for avoiding computer-caused eyestrain.

- Look away from the monitor for 30 seconds, every 15 or 20 minutes. Look at or scan things at least 20 feet away to allow the eyes to focus in rest position.
- Position the monitor 20" to 26" from your eyes (roughly the distance from your eyes to the end of your index finger with arm outstretched). Otherwise, you'll be forced to sit or lean too close to the screen, or sit too far away. If your eyeglass prescription does not allow clear vision at 20" to 26" range, get it adjusted.
- Set the monitor height so that the top edge is even with your view when looking straight ahead. Then tilt the screen upward so you are not looking at the image at an angle. The optimal screen position is 10 to 20 degrees below eye level.
- Set the monitor screen resolution, Internet browser text size, and the zoom and font default on other applications so that text is easy to read (600x800 for the screen resolution is standard).
- Set the monitor refresh rate to 75 Hz or above. 60 Hz is too slow and will cause eyestrain.
- Remember to blink often (put a sticky note on your monitor!). The average blink rate is 22 times per minute. The rate goes down to 7 per minute when looking at a monitor--this causes the eye lens to dry out. Use an eye moistener if you can't get into the habit of blinking more often.
- Put the palm of your hands over your eyes for a minute or so, once every half hour. This warms the muscles around the eyes, relaxing them.
- Minimize glare. Make sure the background light level around the monitor is about the same as the screen light level. Minimize direct sunlight or bright lights in front of the monitor or directly behind it. Attach a glare shield if a bright background or reflection can't be minimized.
- A bright screen causes eyestrain. Adjust the contrast and brightness to levels you use when reading a book comfortably.
- Place a paper holder at the same level as the monitor, or attach it to the monitor, to hold documents. This prevents repetitive upper body and eye movement from paper to screen.