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## February 4, 2005 Lunch Meeting 12 Noon

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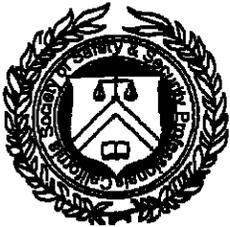
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# C S S S P

## California Society of Safety & Security Professionals Los Angeles County Chapter

Volume 33

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### *February Speaker*

Scott Hardy, MD, MPH, is board certified in occupational medicine and medical toxicology by the American Board of Preventive Medicine. Dr. Hardy attended residency at the University of California, Irvine, where he is on the clinical faculty. He serves as a consultant to government and industry on occupational health issues through affiliation with WorkCare, an occupational medicine consulting company in Orange, California. Dr. Hardy is a medical review officer (MRO), and is involved in preventive workplace substance abuse programs and the objective interpretation of drug screening results. He will be speaking on Substance Abuse in the Workplace.

### *National Institute of Occupational Safety and Health*

John Howard, director of the National Institute of Occupational Safety and Health, listed issues that his agency plans to focus on in the coming year and beyond:

- Address the safety-related needs of the growing population of workers that do not work in the traditional workplace due to contracting and outsourcing.
- Explore the incidence of illnesses and injuries tied to causes related to work hours and scheduling.
- Address increasing immigrant worker needs, especially overcoming language and cultural barriers to the development of a workplace safety culture.
- Address the challenges of the quick spread of infectious diseases. He stated that the SARS threat last year cost businesses and governments worldwide over \$60 billion.
- Multinational safety issues that affect trade and businesses operating in many countries, especially language and cultural barriers in the workplace.
- Identify and address emerging safety issues related to nanotechnology, such as dispersion of toxins, assessing workplace hazard risks, and personal protective equipment.

### *President's Message*

Hello fellow members,

The new year of 2005 has not been a happy new year for many people around the world. With the tsunami catastrophe in Asia, mudslides in California, and floods in various parts of the United States, many people have died, many people are now homeless, and many businesses no longer exist.

It is becoming increasingly evident that disasters such as; drought, earthquakes, fires, floods, heat waves, hurricanes, terrorism, blackouts, chemical emergencies, thunderstorms, tornadoes, volcanic eruptions, wild fires, winter storms and now tsunami are real, can happen at any moment and can devastate our world in a flash.

More than ever, emergency action plans need to be written and updated to meet the challenges that can face each of us ahead.

I urge everyone to be vigilant in having a contingency plan at work and also at home with the appropriate disaster supplies and insurances to protect one's family, property and personal belongings.

The American Red Cross has valuable information on disaster services regarding before and after a disaster. The ARC website is [www.redcross.org](http://www.redcross.org).

Take the time to gather the necessary items such as; first aid supplies, safety & communication equipment, medications, food, water, tools and supplies now in order to be prepared for when disaster strikes.

See you at the meeting.

Linda Hunter

## ***OSHA Changes Respiratory Protection Standard with New Protocol***

OSHA has published a final rule revising the Respiratory Protection Standard to add a new quantitative fit-testing procedure to assist workers and employers in the proper fit and selection of respirators. The rule becomes effective September 3, 2004.

"Selecting the proper respirator is a vital step in protecting a user against potential over-exposures and adverse health effects," says OSHA Administrator John Henshaw. "The additional fit-testing protocol will help employers and employees to select the right respirator based on the conditions in their workplaces."

The new fit-testing protocol, referred to as the Controlled Negative Pressure (CNP) REDON protocol, requires three different test exercises followed by two "redonnings" of the respirator. The three test exercises, listed in order of administration, are normal breathing, bending over, and head shaking.

The procedures for administering the new CNP REDON protocol, with three test exercises and the two respirator donnings to an employee, and for measuring respirator leakage during each test, are summarized below:

- Facing forward. In a normal standing position, without talking, breathe normally for 30 seconds; then, while facing forward, hold breath for 10 seconds during sampling.
- Bending over. Bend at waist for 30 seconds and hold breath for 10 seconds during sampling.
- Head shaking. Shake head back and forth vigorously several times while shouting for approximately three seconds and, while facing forward, hold breath for 10 seconds during sampling.
- First redonning. Remove respirator, loosen all face-piece straps, and then redon the respirator mask; after redonning the mask, face forward and hold breath for 10 seconds during sampling
- Second redonning. Remove respirator, loosen all face piece straps, and then redon the respirator mask again; after redonning the mask, face forward and hold breath for 10 seconds during sampling.

Details of the new respiratory protection fit-testing requirements and the notice of the final rule are published in the August 4, 2004, [\*Federal Register\*](#).

## ***"Interviewing Questions"***

by Crist Wagner

Last month, an article was published defining the difference between an interview and an interrogation. This is a follow-up article identifying the different methods that interviewers use in gathering information for incidents, investigations and /or reports. Fraud examiners most generally call these "Informational Questions."

Informal questions are non-confrontational, non-threatening, and are asked for information gathering purposes. The majority of an interviewer's questions fall into this category. Also, informational questions seek to elicit unbiased factual information. A trained and perceptive interviewer will be alert as-well-as-others, fall into several general categories: Open, Closed, Leading, Double Negative and Attitude.

**Open-end questions** are those questions worded in a way, which makes it difficult to answer "yes" or "no." In essence, this forces the respondent to respond in a more lengthy way.

**Closed-end questions** are those in which the respondent has to answer in a precise manner such as "Yes," "No," or "I don't recall."

**Leading questions** contain part of the answer as part of the question. These are commonly used to confirm facts already known.

**Double negative questions** contain double negatives and often suggest an answer opposite to the correct one. Interviewers are cautioned not to use this type of question.

**Attitude questions** are used to establish a friendly setting. This is a method the interviewer can use to convey the structure of the question or statement, and by the manner in which the question is asked.

With the understanding of the various methods used to ask informational questions, the interviewer should proceed from general questions to specific. In other words it is best to get the feel of the land prior to getting down to specifics. Another technique is to "reach backwards" with the questions beginning with the known and then frame the unknown question with a continuation with the facts previously related. Further, the interviewer can jog the memory of the respondent by comparing unknown items with items of known quantity.

It is suggested to the readers that some thought to the kinds of question asked during interviews be considered and that more study be made on the subject prior to conducting informational interviews.

## ***Can an Injured Worker Who Violates a Safety Rule Collect Workers' Comp Benefits?***

*(Based on a true case)*

When Peter first joined ABC Company as a machine operator, his supervisor, Jim, gave him a tour of the workplace. "You're going to find that we're very committed to safety around here, Peter. Here's the safety manual. Look it over before the first safety meeting." Peter dutifully read the manual, including a section on how to lock out the conveyor system before fixing a jam. At the safety meeting, the instructor reviewed the company's lockout procedures. Jim provided Peter with a padlock of his own.

"You should never put your hands inside the conveyor until you shut down and lock out the machine with this padlock," the instructor warned Peter as he handed him the lock. "If you don't follow these rules, you could get docked a day's pay if you're caught. If you're caught a second time, you're fired. And you could get seriously hurt. Understand?"

Peter worked diligently at the job over the next couple of years. He attended several other safety meetings where lockout procedures were reviewed and emphasized. He did follow the lockout rules on a couple of occasions when the conveyor jammed.

Then, one day, Peter was at his workstation when the running conveyor system jammed up because a piece of wood became stuck. He was too rushed to get his padlock at the other end of the plant. He quickly placed his hand into the conveyor to dislodge the wood.

As he did so, the conveyor suddenly started moving again. It grabbed his hand and crushed it before he could pull it out. Peter was rushed to the hospital, where his hand was amputated.

While recovering from his debilitating injuries, Peter filed for workers' comp benefits. Much to his surprise, his employer fought the claim. "What do you mean they won't give me workers' comp?" Peter complained to his attorney. "Look at me. I lost my hand because of this job. I deserve workers' comp!"

Peter's attorney filed an appeal before the state supreme court. At the hearing, ABC's counsel explained the company's objections:

- All employees at ABC, including Peter, were informed that the conveyor had to be locked out before placing their hands inside the machine.
- Peter was given a safety manual that described the lockout procedure. He was also given his own padlock.
- Peter attended at least three safety meetings in which the details and importance of the lockout procedures were explained and emphasized.

- Employees have been disciplined for not following lockout procedures.

As a result, Peter's injury was caused by his willful misconduct and he should not be allowed to benefit from his actions.

**DECISION:** Benefits denied for the machine operator, ruled the Alabama Supreme Court. It was undeniable that Peter willfully disobeyed a mandatory safety rule. In fact, he even admitted under oath that he knew at the time he was injured that the safety rules required him to lock out the conveyor before attempting to remove the piece of wood. The undisputed evidence showed that if the conveyor had been locked out, said the court, Peter's injury would not have occurred.

**COMMENT:** Here the company did everything right with their safety program and yet a serious injury occurred anyway due to employee misconduct. Because the company had documented all training sessions, it was able to prove that it was not responsible for the accident.

## ***Getting the Most out of Your PowerPoint Session***

PowerPoint can be a useful tool in helping you get your safety message across, but "PowerPoint won't do your training for you."

Here are helpful tips for preparing a session and keeping it focused and interesting for the audience.

1. Gain the attention of your audience.
2. Describe the goals of your training session.
3. Stimulate recall of prior knowledge.
4. Present your materials.
5. Provide guidance for learning.
6. Elicit performance practice.
7. Provide feedback.
8. Assess performance.
9. Enhance retention.

Get attendees involved throughout your presentation by asking for questions, letting attendees solve problems, and by giving rewards for active participation.

When creating your PowerPoint presentations, remember these tips:

- Don't read slide text.
- Keep your slides to a maximum of six lines.
- Keep each slide up for no more than three minutes.
- Use 28-point font size for text.
- Use color, sound, and animation for variety.
- Use a remote so you can walk around the room freely.
- Keep it simple.