

John McHugh RSSP  
President/Programs  
Versatile Systems  
310-968-3297  
[john@versatilefallprotection.com](mailto:john@versatilefallprotection.com)

Debra Duran  
President Elect/Raffle Co-Chair  
Landsberg Los Angeles  
323-832-2222  
[debra.duran@landsberg.com](mailto:debra.duran@landsberg.com)

Robert Fernandez  
Vice President/Raffle Co-Chair  
OTI - CSUDH  
626-857-0855  
[robertf327@yahoo.com](mailto:robertf327@yahoo.com)

Dan Leiner, RSSP, PP  
Secretary/Treasurers  
Cal/OSHA Consultation  
881-901-5754  
[dleiner@dir.ca.gov](mailto:dleiner@dir.ca.gov)

Peter Gin, RSSP, PP, FIAE  
Newsletter  
Southern California Gas  
909-322-1676  
[petergin@earthlink.net](mailto:petergin@earthlink.net)

Joann Blayney, RSSP  
Membership Chairperson  
Safety Dynamics Group  
562-425-4886  
[jblayney@safetymdynamicsgroup.com](mailto:jblayney@safetymdynamicsgroup.com)

John O'Toole, RSSP, PP, FIAE  
General Safety Services  
323-258-2771  
[otoole47@roadrunner.com](mailto:otoole47@roadrunner.com)



**December 6, 2013 Lunch Meeting**  
**12 Noon**  
**Lakewood Country Club**  
**3101 Carson Street**  
**Lakewood, California 90712**

**Mandatory Confirmation w/John O'Toole**  
**By 12/2/13 @ (323) 258 – 2771**

Linda Hunter, RSSP, PP  
Chapter Webmaster  
Zee Medical  
714-847-8852  
[lhasafenet@aol.com](mailto:lhasafenet@aol.com)

Crist Wagner, RSSP, PP  
Scholarship Chairperson  
General Safety Services  
714-539-3497  
[omecrist@sbcglobal.net](mailto:omecrist@sbcglobal.net)

Scott Mackay - RSSP  
OSHA Institute Director  
OSHA Training Institute  
858-964-1068  
[smackay@ucsd.edu](mailto:smackay@ucsd.edu)

Charles Hunt  
University Liaison  
CSUDH  
310-243-2336  
[chunt@csudh.edu](mailto:chunt@csudh.edu)

Jared Williamson, RSSP, PP  
Sergeant at Arms  
714-726-6170  
[jaredwilliamson9@msn.com](mailto:jaredwilliamson9@msn.com)

Michael Nicholas, RSSP, PP  
Placement Chairperson  
California Loss Control  
909-985-7770  
[mnicholas@californialosscontrol.net](mailto:mnicholas@californialosscontrol.net)

Vincent J. Takas, RSSP, PP, FIAE  
Oversite Committee Chairperson  
The Walt Disney Company  
818-560-1685  
[vincent.j.takas@disney.com](mailto:vincent.j.takas@disney.com)



**CSSSP – Los Angeles Chapter**  
**2272 Colorado Blvd. Ste. 1368**  
**Los Angeles, CA 90041**  
**(323) 258 – 2771**  
**[www.csssp.org](http://www.csssp.org)**



# CSSSP

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

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### *December Speaker*

Jeff Zisner is the President & CEO of AEGIS, which specializes in high-end customer centric security, investigation, training and consulting services. He can be found in the field conducting threat and vulnerability assessments, managing large scale functions, conducting surveillance and training workshops when he isn't busy managing the day-to-day business of his firm.

Jeff will present on pre-incident indicators and force multipliers. He will discuss the crime and terrorism planning cycle and how to cross train staff to be more aware of their environment as well as suspicious activities reporting.

### *October Speaker*

Captain Ernesto Ojeda presented on his work experiences of Urban Search and Rescue which includes earthquakes, hurricanes, and other disasters.

### *Lunch Menu*

Sliced turkey w/cranberry sauce  
Mashed potatoes and gravy  
Fresh seasonal vegetables  
Tossed garden salad with Ranch & Italian dressing  
Warm rolls and butter  
Chocolate cake  
Iced Tea, Hot Tea, Coffee, Decaf, Iced Water

### *Membership Happenings*

#### **RSSP**

Debbie Valentine

#### **10 Year Member Certificate**

Daniel Medina

John Miksad

Harlen Lambert

Raymond Cox

#### **New Members**

Wendy Toczynski - Vons

Sarah Suleman - Guardian National Security

### *President's Message*

As we move into the holiday season I want to take this opportunity to thank our CSSSP Board and Volunteers for all they do to ensure the strength and growth of our chapter. At the next meeting on Friday, December 6, 2013, please take a minute to get to know each of our CSSSP Board Members and Volunteers a little better and thank them for the contribution they make to our organization.

Our organization is committed to advancing the knowledge of our members to help improve our industry as a whole. One way is through our Morning Seminars offered prior to the Chapter General Meetings. The next Morning Seminar will focus on Lead Construction and will be presented by our CSSSP Vice President, Mr. Robert Fernandez on Friday, December 6, 2013. Remember that you earn CEU credits when you attend these trainings. Make your reservations early to assure seating availability to: John A. O'Toole, Seminar Coordinator at (323) 258-2771 or ootole47@roadrunner.com.

Thank you to those that make the time to attend our general meetings and morning seminars and to those that have invited and encouraged others to attend. Our Chapters growth depends heavily on our current membership and we appreciate your continued support in this area.

As Safety and Security Professionals, the more knowledge and skills we have helps to create safer work environments. Your active participation in CSSSP is so valuable, this is your opportunity to build quality mutually beneficial relationships, add your great knowledge to the conversation and share in each other's expertise. We all have something to offer and we encourage you to be there for the morning seminars and general meetings, something you learn or something you share could save a life.

Fraternally,

John McHugh - President

## 10 Steps to Safer Driving At Work

According to OSHA and two partner organizations, the National Highway Traffic Safety Administration (NHTSA) and the Network of Employers for Traffic Safety (NETS), teamed up to assemble a 10-point pathway to workplace driver safety.

- 1. Management Involvement.** These organizations say workplace road safety starts at the top. The program needs unequivocal management support in both policy-setting and allocating resources. But workers should be involved in the decision-making process, as well.
- 2. Written Policies/Procedures.** They recommend a strict, no illegal drugs or alcohol policy during duty hours (which includes all breaks and on-call periods), and suggests dealing in policy terms with seat-belt use, distracted driving (including use of cell phones while driving), and use of personal vehicles for work.
- 3. Driver agreements.** The organizations suggest a written contract with each of your drivers in which they state that they understand and will follow all relevant policies and laws. With this document in hand, no one can later say, they didn't tell me that.
- 4. Driver record checks.** Driving records are public information, and it's easy to get each prospective driver's record of motor vehicle convictions and accidents. The organizations suggest screening out those with poor records or certain serious violations (such as reckless driving) before hire and then instituting a point system on those you do employ. Point totals are checked at 6, 12, and 36 months after hire. Drivers who come up short are taken off the road.
- 5. Reporting Policy.** Make it clear that even a minor fender-bender must be reported to a supervisor immediately, via processes in place in advance. People take calculated risks and don't have accidents. That's why accidents are poor indicators—because most people get away with it.

- 6. The vehicle element.** It's well accepted that road safety has three components: the driver, driving conditions, and the vehicle itself. The organizations suggest purchasing models with "best-in-class" safety ratings from the DOT, then fully implementing the makers' preventive maintenance schedule. This should be supplemented with a complete mechanical inspection at least annually, with all maintenance records kept on file. Insist that personal vehicles used for business also be carefully maintained.
- 7. Discipline.** The organizations recommend a structured program of disciplinary actions based on a pattern of violations or incidents, with known penalties along the way. Some companies use a point system for this.
- 8. Rewards.** The other side of the disciplinary coin is to reward safe driving. The groups advise building driving safety into the overall job performance evaluation, with rewards or incentives.
- 9. Compliance.** Be sure all drivers know the law, as spelled out by various agencies, including NHTSA, the Federal Motor Carrier Safety Administration, which regulates commercial trucking, the US. DOT, and other agencies.
- 10. Training.** Because it's a skill so commonly used, most people think they already know how to drive safely. A solid defensive driving training program can show how much they have yet to learn—likely one reason the organizations recommend repeated training, supplemented by constant reminders.

### Building an Effective Team

- When hiring, look for people who work well with others. You want employees who can handle the collective process.
- Set a good example for your staff. Leave at a reasonable hour so that they know it's OK to do the same.
- Encourage one-on-one discussions between staffers rather than structured meetings. Personal relationships breed trust.
- Reward collective accomplishment whenever possible, even if the reward is only juice and bagels.

## Avoiding Burn Out

With the economy down, employees' stress levels are up-no surprise there. But it's a legitimate cause for concern for most employers, here are some strategies to help keep your employees from burning out. 86% of employers are concerned about the level of stress among their employees, and 88% of employers believe the tough economy has had a negative effect on workers' stress levels.

### How Serious is it?

The first step in tackling any problem is to understand it. There are 13 signs of work-related burnout:

1. Chronic fatigue (exhaustion, tiredness, a sense of being physically run-down)
2. Anger at those making demands
3. Self-criticism for putting up with the demands
4. Cynicism, negativity, and irritability
5. A sense of being besieged
6. Exploding easily at seemingly inconsequential matters
7. Frequent headaches and gastrointestinal ills
8. Weight loss or gain
9. Sleeplessness and depression
10. Shortness of breath
11. Suspiciousness
12. Feelings of helplessness
13. Increased degree of risk-taking

If you recognize yourself or others in your organization in this list, it's probably time to take action. Burnout is often the result of stress, but there can be other causes, too. Among them are a lack of recognition or control on the part of employees, unrealistic expectations, and a poor match of employee and supervisor.

Although there are numerous "prescriptions" for fighting stress and burnout in the workplace, some useful tips include:

- Identify the sources of stress by holding discussions with employees, surveying workers, and collecting and analyzing data on absenteeism, illness, turnover, performance problems, etc.
- Communicate the intervention plan to employees and get their input.
- Develop the intervention and implement it.

- Propose and prioritize intervention strategies (see examples below) on the basis of the data collected. In a large organization, a team or committee (including workers) may be created for this purpose.
- Gather feedback on the progress of your plan and make changes accordingly.
- At 6 months to a year after implementation, evaluate what you've done. Repeat the worker survey and compare data to what you originally collected.
- Refine the intervention on the basis of what you've learned.

### Intervention Ideas

The types of strategies organizations have successfully used to battle job stress vary a great deal. Consider ideas like these:

- Make sure job candidates clearly understand the demands and challenges they will face; strive for a good fit between the person and the position.
- Design jobs that provide workers with meaning, stimulation, and opportunities to use and improve their skills. Job rotation is one way to build diverse workplace skills.
- Improve the physical environment through better air quality, fewer physical and chemical hazards, better lighting, and less repetitive work.
- Establish work schedules that include job-sharing, flextime, and rotating shifts.
- Be clear about organizational and technological changes and pace their implementation.
- Develop meaningful employee-recognition strategies.
- Consider implementing a wellness program that could include classes in stress-busting topics such as time management, assertiveness training, and relaxation.

### Recognition Essentials

- The most desired form of recognition is a simple, genuine, spoken or written "Thank You!"
- Giving meaningful recognition only takes a few minutes of your time.
- Recognition must be tailored to the individual, one size doesn't fit all.