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February 5, 2010 Lunch Meeting 12 Noon

New Location

Lakewood Country Club
3101 Carson Street
Lakewood, California 90712

Mandatory Confirmation w/John O'Toole
By 2/2/10 @ (323) 258 – 2771

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C S S S P

California Society of Safety & Security Professionals Los Angeles County Chapter

Volume 63

February 2010

February Speaker

Mr. Charles Hunt, Director of Environmental & Occupational Health & Safety and Safety & Security Certificate Programs at CSUDH, Extended Education will discuss the new direction and additions that will be made to the HEX Certificate programs in 2010.

Ms. Letty Rodriguez, Director of Academic Programs, College of Continuing & Professional Education at CSULB will discuss courses that will be available in their Certificate Programs in Health & Safety.

Members

Join us in recognizing the following members who will receive their certificates for loyal and dedicated service for over 10 years in the chapter.

Ray T. Baur	Mario Garcia-Cano
Michelle Collins	Hirschell Don Christian
D.M. "Skip" Clark	Donald C. Dennis
Rosemary Domino	Trevor Earle
Frederick D. Garcia	German Gutierrez
Peter Gin	Frank M. Litchauer
Charles A. Labrow	Charles A. Merriam
Jack D. McKinney	Dan Leiner
Michael Nicholas	John A. O'Toole
Patrick W. O'Toole	Cheryl Lee Stramotas
Vincent Takas	Nathaniel Williams

President's Message

Happy 2010 to everyone!

Our Chapter is starting the new year with some dramatic changes. The Executive Board has taken to task the many requests that have been voiced by the membership this past year with the number one priority, new meeting location. Starting with our February 5th meeting, we will be holding all of our meetings at the Lakewood Country Club in the Hacienda Room located at 3101 Carson Street in Lakewood. This is located directly north of the Long Beach Airport. The location is freeway friendly with FREE PARKING.

This was a strong second priority voiced by the membership. The buffet food is excellent and we will now be eating off china plates with silverware. This was the third priority voiced by the membership.

While we will continue our close ties with Cal State Dominguez Hills, room space at the University has been becoming more difficult to obtain with the usage of two rooms.

The lunch buffet will stay at the same prices \$25.00 for Professional Members and \$10.00 for Student Members.

The other big news is that we are reducing our membership dues. I know the economy is affecting all of us. We feel it would be helpful in reducing the membership dues to help our members in these difficult times. Our new dues will be \$50.00 for Professional Members and \$25.00 for Student Members. The dues notices will be sent out in the next couple of weeks and I ask that you members respond with your dues payment as promptly as possible so we can evaluate the year's budget expenditures. Your dues help keep our Chapter alive and growing.

One thing the Chapter Board is working on is to utilize PayPal as a method of paying for membership dues and for the luncheons. We know that a lot of the Members like the convenience of paying by credit card or debit card, so we hope this can be resolved later in the year.

We will need your cooperation in letting us know if you plan on attending the Chapter Meetings, so if you can confirm your intentions ASAP to John O'Toole at 323-258-2771 or otoole47@roadrunner.com this will aid us in providing the caterer with a close number ensuring we will have plenty of food for everyone. I hope to see you February the 5th.

Dan Leiner
Chapter President

Diversity is about building a stronger, more competitive organization.

The workplace, like the nation and wider world, is made up of men and women of diverse racial, religious, and ethnic backgrounds, with varied lifestyles and approaches to life. Instead of trying to make everyone fit one mold, diversity acknowledges people's differences and works with those differences to create a fairer and more productive workplace. The notion of diversity integrates awareness of, and respect for, differences into the way people communicate and interact. It also makes your organization more responsive to the continually changing demands of the global marketplace by drawing on the cultures, talents, and ideas of a broader group of people. In short, diversity in the workplace:

- Encourages new ideas and perspectives
- Includes all employees as equals
- Ensures fairness within the organization and work group
- Respects differences and makes them work for the organization
- Allows us to harness the strength provided by the combined talents and perspectives of all employees
- Makes all employees feel as though they are equal contributing members of the work team
- Creates a more inclusive, productive environment

A diverse workplace is a reflection of our changing world. The organizations that best manage diversity are going to be the winners in the 21st century.

Point out that we're all different in some way.

Remind employees that diversity has many dimensions. For example:

- Age
- Gender
- Race
- Ethnic heritage
- National origin
- Skin color
- Family status
- Mental or physical abilities
- Religion
- Sexual orientation
- Regional origin

- Generation
- Socioeconomic status
- Education
- Occupation
- Work experience
- Work style

Encourage workers to embrace diversity. Teach employees how they can help create and support a fair and diverse workplace. Here are some simple steps individuals at all levels in your organization can take to support workplace diversity:

- Be aware of and try to correct personal biases.
- Remember that "different" is a neutral term--it doesn't mean better or worse.
- Let co-workers know how you feel when they joke about or put down others.
- Reach out and invite people to join you.
- Get to know people from other cultures and share stories about your heritage and theirs (you may be surprised to find many common interests in addition to the differences).
- Be flexible and willing to try different, perhaps unfamiliar, approaches.
- Deal with conflicts right away instead of carrying grudges.
- Recognize each person as an individual with something important to offer the organization.
- Figures from the most recent U.S. census show that almost a third of the workforce is currently made up of minorities. Of this number, more than 10 percent is made up of people aged 55 or over, and almost half is made up of women.
- The Census Bureau estimates that in 2020, minorities will make up over 40 percent of the workforce, and workers aged 55 and over will account for a larger percentage.
- By 2050, the U.S. Bureau of Labor Statistics projects that minorities will approach 50 percent of the American workforce, and the number of workers aged 55 and over will jump to almost 20 percent.
- As America's workforce changes, so will yours.

Good content that is presented well influences what people know. A focus in the energy of the audience and the work environment influences what people do!

Listening is a vital part of successful communication. But are we really listening when somebody else is talking? Or are we fidgeting with papers, tapping the keys on the computer, scanning a report, or thinking about what to have for lunch? Learning to listen--and teaching this essential job skill to all employees--is important to improve communications throughout your organization. It will also improve operations, employee relations, and everything else.

You can't just listen with your ears. Active listening requires full concentration. Keep your mind open--don't shut down because you hear something you don't agree with. Face to face, use your eyes to watch the speaker's body language to give you clues about unspoken feelings or attitudes. Maintain eye contact and nod from time to time to make sure the speaker knows you're listening. On the phone, use your mind's eye to try to picture the speaker as he or she talks.

Active listening gets you the information you need. In order to make good decisions, you need complete information. Listening to what others have to say is often the best way to get the information you need. While you're listening, remember:

- Try to avoid interrupting or finishing the speaker's sentences. In other words, don't assume you know where the speaker is going with his or her points.
- Focus on what the speaker is saying, not on how you want to respond.
- Don't do or think about something else.
- Ask questions to clarify your understanding of key points. For example, "So you did ... and think we should ... Is that right?" Or, "Could you go over those numbers one more time?" Or, "I want to be sure I got this right. You're saying that ...?"
- Be polite and respectful even if you disagree. You'll get your turn to express your point of view later.

Listening also prepares you to respond appropriately. When you've really heard and understood what another person has to say, you're fully prepared to make a constructive response. To do that:

- Wait until the speaker is finished to form and express your response.

- Restate key points to show that you listened and understood what the speaker was saying.
- Respond to the speaker's feelings and attitudes as well as the spoken message. For example, "I can understand how difficult that must have been." Or, "You should be very proud of what you accomplished."
- Listen to and watch the speaker's reactions to your response.
- Clarify any misunderstandings promptly.
- Effective communication is the foundation of all successful business interactions.
- Good communication flows both ways--you have to listen as well as speak.
- Active listening allows you to get the greatest benefit from others' knowledge and suggestions.
- It also tells people you are interested in what they have to say and that you respect their thoughts and opinions.

Be A Safety Role Model

In the safest workplaces, management personnel aren't just safety rule-makers and enforcers, they're also safety role models. Employees' behavior on the job is significantly influenced by the way management thinks and acts about workplace safety. If workers believe that managers and supervisors are strongly committed to safety, they will be, too.

- Employees are always observing their supervisors and managers and taking cues from them about safe behavior.
- If employees see management personnel ignoring safety rules, they probably will, too.
- On the other hand, if employees believe management is committed to safety and observe management personnel acting safely, they are likely to imitate the behavior and act safely as well.
- Studies show that supervisors' effectiveness in accident prevention is dependent on the behavior they model for employees.

Modeling safe behavior also means that managers and supervisors have to follow all the safety rules themselves. "Do as I say, not as I do" doesn't work on the job any more than it does at home. Remember that employees can imitate unsafe behavior just as easily as they can emulate safe behavior.