

2024 WEBINAR SERIES



Cultivating Relationships to Enhance a Culture of Safety

Presented by:

Brad Stein
Risk Manager

and

Kirk Lingafelter
Safety Administrator



Risk Management Division

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Team Risky Business

Brad, Risk Manager

Since 2012: Asheville Risk Manager/ADA Coordinator

- CPCU, ARM, AIC, AIC-M
- Self-Insured Work Comp / Liability Fund Administration
- Insurance Program Administration:
 - Property, Equipment, Dams
 - Excess Work Comp and Liability
- Contract & COI Review
- ADA Title II Coordinator

Kirk, Safety Administrator

Since 2021: Asheville Safety Administrator

- Georgia Tech Safety Program Certification
- City OSHA Program Manager
- Safety Committee Chair
- LMS Administrator
- Authorized OSHA Trainer

Prior to 2021: Facilities Maintenance Supervisor and General Contractor

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Session Objectives

Consider how you:

- **Infuse a Culture of Safety and Trust rather than be “The Safety Police”**
- **Relate to co-workers with varying work environments and operations**
- **Develop relationships to enhance a Culture of Safety across your organization to foster employee engagement and mitigate employee injuries**
- **Communicate why your safety program matters to specific work groups and your organization as a whole**
- **Serve as a resource to develop trust that pays dividends to your colleagues’ wellbeing and create significant savings for your workers’ compensation program**

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Unique Risks and Culture

1300 Employees

- 250 Firefighters / 13 Fire Stations
- 220 Sworn Officers / 5 Stations
- 150 Water Utility
- 150 Public Works
- 50 Parks Maintenance
- 7,700 Capacity Arena
- 2,400 Capacity Auditorium

1100 Fleet Vehicles

78 Parks & Facilities

Two Water Production Facilities

Two Water Reservoirs / Three Dams

1,700 Miles of Water Lines

400 Miles of Streets

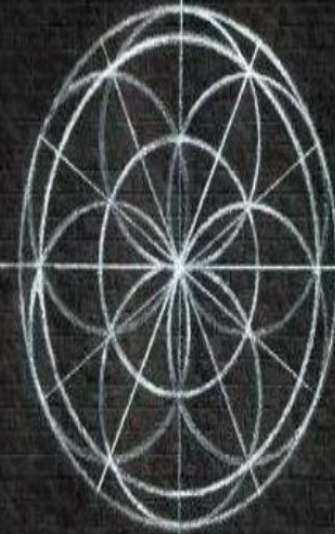


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We're All Risk Managers!

- ★ Everyone Leads
- ★ Executive Leadership Buy-In
- ★ Employee Engagement
- ★ Importance of Training
 - Awareness & Compliance
- ★ Mitigate Risk Exposure
 - Injuries
 - Work Comp Claims
 - Claims Expenses
 - Time Away



"Learn how to see. Realize that everything connects to everything else."

Leonardo da Vinci

Engaging Co-Workers

- **Participate in New-Hire Orientation**
- **Know how services are delivered**
- **Meet with Operations Staff**
 - ◆ **Or, only when something goes wrong?**
 - ◆ **Attend non-Risk Management activities**
 - **Retirement Parties, Coffee with A Cop, Snow Event Preparations, Other Events...**

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What Services And Resources Do You Offer?

What You Have To Offer

- ✓ Learning Management System Safety Training Platform
- ✓ In-Person Training
- ✓ Job Hazard Analysis (JHA)
- ✓ Advise Policy & Procedure
- ✓ Job Site Evaluations
- ✓ Ergonomic Evaluations

What More You Can Offer

- ✓ Proactive Engagement
- ✓ Timely Response
- ✓ OSHA 10 & 30 Hour Courses
- ✓ Trustworthy Listening
- ✓ Develop Specific Trainings
- ✓ Network to Resolve Needs
- ✓ Bridge Cross-Functional Work

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Safety Committees!

- At Least: Monthly City-Wide Engagement Per OSHA**
- + Monthly Operational Safety Meetings**
 - ✓ Accident Reviews w/ cross section of staff
 - ✓ Initiate Assignments & Collaboration
- + Benefits of consistent engagement:**
 - Rotate members, assign monthly presentation topics, guest speakers, annual luncheon to acknowledge members**

Engagement: Monthly, Quarterly, Bi-Annual, Annual!

- **In-Person, Right People, Right Time**
- **Highlight Safe Work & Service Delivery**
- **Share Good News & Reiterate Partnership Value**
- **Provide Claim, Costs, & Trend Analysis**



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What Data to Share, With Whom, Why, and What Do They Do With It?

- ❖ **How does your entity engage claim, safety, compliance & training data?**
- ❖ **Do you promote, share, & explain it?**
- ❖ **Who is interested in it and what do they do with it?**
 - ***Budget HR, Directors, Supervisors, Manager's Office, Board/Commission?***

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Conclusion: Session Objectives

Consider how you:

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- **Develop relationships to enhance a Culture of Safety to foster employee engagement and mitigate employee injuries**
- **Communicate why your safety program matters to specific work groups and your organization as a whole**
- **Develop trust that pays dividends to your colleagues’ wellbeing and create significant savings for your workers’ compensation program**

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Thank You & Remember... We're All Risk Managers!

Brad Stein

828-259-5687

bstein@ashevillenc.gov

Kirk Lingafelter

828-358-3057

klingafelter@ashevillenc.gov



THE CITY OF ASHEVILLE
NORTH CAROLINA