



Best Practices Identified at the
UAA Montana Safety Summit
July 24th & 25th, 2019

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Tree Worker Safety

- Innumerable ways to be fatally injured in the Tree Care Industry
- The top 10 incident types account for 85% of all fatalities
- Communication (command & response) is essential
- Drop Zone definition is poorly understood
- Increasing traffic-related incidents present a significant challenge
- Never play cards with Dr John Ball!



Move Safe Program

- Sprains & strains account for the highest % of LTI
- MoveSafe-type programs bring ROI by reducing LTI
- Body prep/stretching routines help build team morale
- Important to communicate to new hires/younger team members; start earlier for prevention of chronic symptoms
- Key for Leadership to demonstrate best practice; key to ensure routines are not forgotten



Incident Investigation

- Industry focuses on accident/incident; emphasis should be on near misses/close calls
- Facilitate open discussion of all close calls/near misses
- Emphasis on positive reinforcement to encourage team sharing
- Avoid generic safety messages; commend individuals for specific safe conduct
- Awareness of human nature is key; normalization of deviation leads to daily practice of bad habits
- Review incident investigation & reporting procedures regularly; streamline & update processes if necessary

Tree Felling & Hands On Training

- Tree felling fatalities account for 58% of fatalities in ALL industries
- Average age suggests experienced workers, not novices; most fatalities within 10' of stump – failure to retreat/barber chair
- Critical to identify tree height, hazards, fall (danger) zone, retreat routes
- Establish & maintain distance limits; 1.5 times & 2 times tree height
- Critical to have command & response communication system prior to back cut
- Utilize revolutionary technology for improved communications (Sena Bluetooth headsets)



Customer Service

- Practice active listening skills & patience
- Communicate a consistent message – everyone on same page
- Provide options to negotiate with; let customer feel like they are the decision maker
- Looks matter! Appearance, ppe, body language, personal space; can make or break a customer encounter
- Personal safety should not be compromised

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