



Best Practices Identified at the
**UAA Washington
Safety Summit
June 22 & 23, 2022**

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"Safely delivering sustainable solutions that are innovative by nature."



“Culture of Learning and
What We’re Really Discovering”
Beth Lay, Director of Safety & Human Performance,
Lewis Tree Service



“Culture of Learning and What We’re Really Discovering”

Beth Lay, Director of Safety & Human Performance, Lewis Tree Service

- Line Clearance is among the most variable work and work environment that exists (black line / blue line model).
- Behavior based safety was created for factory work; we need to manage safety differently for highly variable work.
- Which is more important: policies or expertise? Expertise when performing highly variable work. Accelerate expertise through deliberate practices.
- Predict vs. prepare (for the unexpected) - need both and preparing is especially important for highly variable work.
- Preparing for the unexpected: noticing weak signals, uncertainty, and gut feelings. Signs person is uncertain: repositioning in tree, hand on chin, “I think we can...”
- Experts can pick-up weak signals that they can’t articulate but we can help surface then use to train new people.
- Reframe risk in terms of uncertainty and controllability: uncertainty gauge
- All Stop versus press pause – need both. Whether something’s unsafe may be “gray” that’s why all stop may not be called, especially when in the middle of a situation.
- 99% of the time work goes well and we need to learn from normal work in addition to the 1% of learning from incidents.
- Pattern in serious events: team makes a plan, something goes wrong (pinched saw, large piece won’t break loose), people get left out of replanning then person is injured or killed. We can put structure around planning and replanning that will help us: bring diverse perspectives, use questions like what’s different that adds risk? Where are my blind spots? How could we fail?

“Difficult Landowner Interaction”

Neil Arthurs, BPA



“Difficult Landowner Interaction”

Neil Arthurs, BPA

- Emphasis on the creation of written guidance and repeatable processes instead of word of mouth/tribal knowledge for general situations
- Baking-in formal conflict resolution/de-escalation training (at the apprenticeship level)
- Common repository for information to be recorded and accessed for landowners (i.e. – “Sensitive” or “Dangerous”)

“Difficult Landowner Interaction”

Neil Arthurs, BPA

- Reduce assumptions based on appearances (i.e. - location/residence) to avoid dropping your guard or over-reacting in certain situations (but still pay attention to “Indicators”)
- Understand what mitigation measures are available to use before going on site. This could include monetary compensation, in some instances vegetation replacement, planting new trees, etc.
- Research relevant land rights, relevant state and Federal laws/regulations when engaging landowners

“Safety Lessons and Leadership”
Tripp Good, Asplundh Tree Expert, LLC



“Safety Lessons and Leadership”

Tripp Good, Asplundh Tree Expert, LLC

- Safety & Leadership Keys to Success:
 - Educate yourself to the rules, techniques, and regulations
 - Gain the trust of the employees & management
 - Admit your failures to employees & persons of management
 - Find key employees that are influent in one’s territory
 - In each Utility
 - In each Division within a Large Utility
 - A Geographic Area
 - Within a Specific I.B.E.W. Local
 - Deep Rooted, Multi-Generational Families within the Ranks
 - Stay up on new technology in the industry
 - Help manufacturers develop better & more efficient tools within the industry
 - Listen 2-3 times more than one talks
 - Follow up is key; Trust but Verify
 - GOAL: Try and Learn Something New, from Whoever, Daily!





EDUCATE YOURSELF TO THE
TECHNIQUES, RULES,



& REGULATIONS

Admit your Failures to Employees

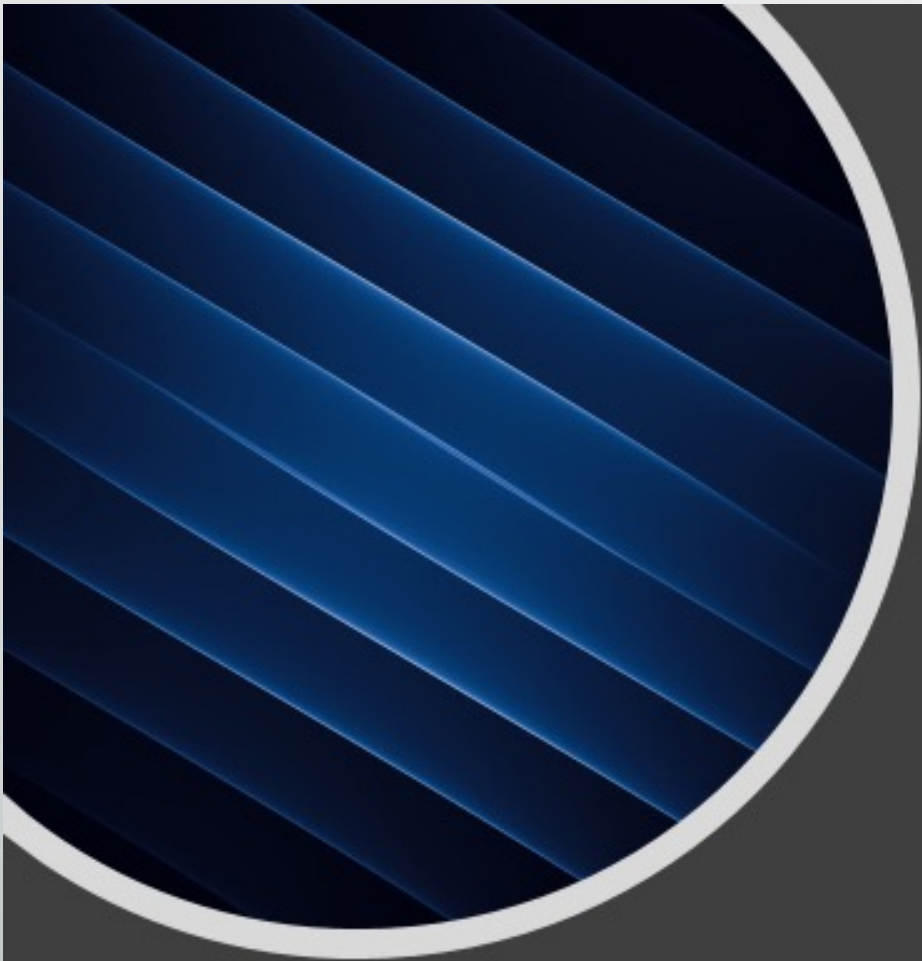


GAIN THE TRUST OF THE
EMPLOYEES



GAIN THE TRUST OF
MANAGEMENT

- Find Key Employees that are influential in One's Territory
 - In each Utility
 - In each Division within a Large Utility
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Stay Up on New Technology in the Industry

- Mini Skid
- Crane Mounted Grapple Saws
 - ## Read a lot of industry trade magazines or online



Help Manufacturers Develop Better & More Efficient Tools within the Industry

- Buckingham
- Sherrill Tree
- 3M/DBI

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- Listen 2-3 Times the Amount You Talk
 1. Think about what you hear when around the crews & listening to their conversations
 2. Management
 3. Utility's Comments and Conversations and how it will impact the operation's Safety

Followup is Key

Think about the Safety Message: TRUST BUT VERIFY

- Once you know your operations, people's strong & weak points, you will know whom a certain situation, new rule or reg. or operation change will have the biggest impact on. Go with your gut and go there to check.

“Move Safe: Ergonomics and Optimal Movement” Dave Coates and Sydney McCabe



“Move Safe: Ergonomics and Optimal Movement” Dave Coates and Sydney McCabe

- Create an ergonomic mindset by keeping optimal body positioning and the ‘Big 3’ in mind
 - Establish a stable foundation to improve your stability and increase your power
 - Utilize the hip hinge when bending and reaching for tools and equipment
 - Position yourself close to your work to encourage your shoulders anchored posture and prevent over-reaching
- Use the best tools available to complete the job
 - Alternative types of harness that allow for better body positions, use ropes and come-alongs to bring the work closer to you
 - Use a tablet or a steering wheel mount to position the computer better in the vehicle. Alternatively, you could swing the mount to use the computer while standing in the passenger doorway
 - Position your tools and equipment in a way that supports the ‘Big 3’ postures/movements
- Practice optimal movement exercises daily to develop the muscle memory necessary to form healthy habits



“Move Safe: Ergonomics and Optimal Movement”

Setting up Your Workstation

MoveSafe®
Seated **BIG 3**

Stable Base: Feet supported on floor or footrest, sit all the way back in chair, thighs evenly supported by chair seat pan.

Hinge at Hips: Tuck close. To lean or reach forward, hinge at the hips while maintaining a neutral 3-curve spine posture.

Shoulders Anchored: Shoulders supported against chair backrest, head balanced over shoulders, arms relaxed at sides of body.

Tuck Close

- Keep hips and shoulders anchored against the chair backrest.
- Slide chair in close to the workstation.

Feet Supported

- Adjust the chair height so that feet are firmly supported on the floor or a footrest, without undue pressure from the chair seat pan against the back of the thighs.
- Knees should be slightly lower than hips.

Documents in Line

- Position frequently referenced documents on an angled document holder either in front of or immediately beside the monitor.

Backrest Position

- Adjust the backrest height so the lumbar support is across the small of the back and helps you sit up tall.
- Adjust the backrest angle to support you in an upright and slightly reclined position.

Monitor

- Set height so that the top of the screen is at, or slightly below, eye level (lower for progressive lenses).
- Position the monitors to minimize neck rotation.
- Recommended monitor distance is 16"-24" (roughly arms length away) or closer depending on your vision.

Armrests

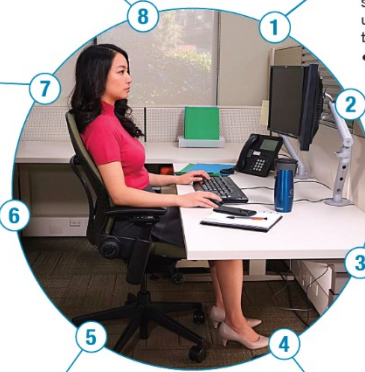
- Set armrests to support the elbows with relaxed shoulders and elbows bent.
- Ensure armrests don't restrict access to sitting close or cause reaching for keyboard and mouse.

Keyboard and Mouse

- Use a keyboard tray to match the keyboard and mouse height to your elbow height.
- For keyboard and mouse on a fixed height desktop, adjust your chair height so elbow is roughly 1" below the desk height.

Chair Rock

- Put the chair in rock mode and adjust the tension so chair supports you firmly upright.
- Rock back in the chair periodically to offset static postures.



Give Your Body What It Needs Today... And Still Get Your Work Done

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“Move Safe: Ergonomics and Optimal Movement”

Setting up Your Workstation - Standing

MoveSafe®
Standing BIG 3

- Stable Base:** Feet shoulder width apart, or one foot up on a footrest, balanced standing posture.
- Hinge at Hips:** Tuck close. To lean or reach forward, hinge at the hips while maintaining a neutral 3-curve spine posture.
- Shoulders Anchored:** Chest upright, shoulders back, head balanced over relaxed shoulders, with elbows near sides of body.

Desktop Accessories

- Position frequently referenced documents on an angled stand either in front of or immediately beside the monitor.
- Keep phone on opposite side of desk to the mouse, for right/left balance.
- Position most frequently used items closest.

Monitor

- Set height so that the top of the screen is at, or slightly below, eye level (lower for progressive lenses).
- Position the monitors to minimize neck rotation.
- Recommended monitor distance is 16"-24" (roughly arms length away) or closer depending on your vision.

Keyboard and Mouse

- Set the worksurface height so that the keyboard and mouse are level with your relaxed elbow height.
- If more comfortable, the worksurface can be 1" - 2" below relaxed elbow height, but avoid downward sloped forearms when typing or mousing.
- Push keyboard and mouse several inches back on the desktop so there is space to support forearms.

Stable Base

- Stand with feet shoulder distance apart, and with equal weight on each foot. If desired, elevate one foot on a footrest periodically for a change of lower body position.
- Avoid weightbearing to one side more than the other.

Shoulders Anchored

- Stand upright with a neutral, 3 curve spine posture and keep head balanced over shoulders.
- Avoid hunching forward and supporting upper body weight through forearms on desktop.

Arms at Sides

- Stand close to the front edge of the desk and support forearms on the desktop when working, without excessive forward reaching.
- Keep shoulders relaxed and elbows near sides of body with wrists straight.
- Keep elbows bent to 90 degrees.

Other Considerations

- Wear comfortable, flat soled shoes when working from standing and avoid standing in heels.
- Build up standing time slowly. Start with 5 or 10 minutes or less depending on your tolerance.
- Alternate regularly between sitting and standing through the day, interrupt with frequent movement breaks.
- Try to create a visual marker or guide in your space at the appropriate sitting and standing heights. This will make it easier and quicker to set the workstation correctly when changing positions.



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“Move Safe: Ergonomics and Optimal Movement”

Setting up Your Vehicle

MoveSafe®
Seated BIG 3

Stable Base: Feet supported on floor, thighs evenly supported by vehicle seat, knees in line with feet.

Hinge at Hips: Tuck close to controls. To lean or reach forward, hinge at the hips while maintaining a neutral 3-curve spine posture.

Shoulders Anchored: Shoulders supported against seat backrest, head balanced over shoulders, arms relaxed at sides of body.

Posture

- Keep hips and shoulders anchored against the seat backrest.
- Keep head balanced over shoulders.
- Avoid reaching out to rest arm on centre console.

Stretch Breaks

- Plan to stop at least every 2hrs on long drives and get out of the car to stretch.

Mirrors

- Set rearview mirror when sitting upright, and use it as a guide to maintain good posture.
- Position the side mirrors to minimize hunching and neck rotation.

Steering Wheel

- Set height so when you hold the wheel at the 9 o'clock & 3 o'clock position your forearms are parallel to the floor.
- If steering wheel telescopes pull it close enough to allow arms to hang relaxed at side of body, not reaching forward.
- Release steering wheel at red lights to reduce static grip.

Seat Tilt

- Adjust the seat pan to a horizontal position, knees should be level with hips.
- Make sure there's no uncomfortable pressure on the back of the legs.

Backrest Position

- Adjust the lumbar support to comfortably support you across the small of the back and help you sit up tall.
- Adjust the backrest angle to support you in an upright and slightly reclined position.

Headrest

- Position the headrest to support your neck with your head balanced over your shoulders.
- The headrest should not push your head forward.

Seat Position

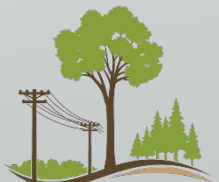
- Set seat position so you can reach the pedals with knees slightly bent and without sliding hips forward on the seat.
- Heels should stay in contact with the floor when depressing pedals
- You should be close enough to the steering wheel to reach it with your elbows bent and arms relaxed at the sides of your body.



Give Your Body What It Needs Today... And Still Get Your Work Done

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“Simplicity in Safety: Using Fundamentals to Eliminate Serious Injuries & Fatalities” – Chris Coker;
Iapetus LLC



“Simplicity in Safety: Using Fundamentals to Eliminate Serious Injuries & Fatalities” – Chris Coker; Iapetus LLC

- Human beings have limited brain energy – give them the opportunity to focus on what’s most critical when it comes to avoiding the biggest risks and injuries
- Create bite-sized information that helps shape behaviors and decision making. Resist creating excessive ‘noise’ in safety
- Watch out for hidden gorillas! What risks are present that our subconscious repeatedly ignores?
- People learn in different ways, distill critical information and be creative in preparing materials and communication
- Eliminating SIFs relies on a collective wisdom that is shared amongst all of our teams – there are no secrets in safety!
- Safety should not be a burden, it is a byproduct of high quality work
- Clear instructions and preparation make a big difference – take time to sharpen your axe!



Participant Take-Aways



Culture of Learning

Beth Lay

- UVM conditions are highly variable
- High turnover rates
- Inherently dangerous
- Embrace variability – rules may limit our options
- Build worker skills – accelerate expertise
- This will “create safety”
- Track close calls, learn, develop stories
- Create a culture that encourages this

Group 3

Difficult Landowner Interactions

Neil Arthurs

- Macro/overview to micro/individual properties
- Trends
 - Domestic Violent Extremism
 - Sovereign Citizen Ideology
 - More unhoused encampments
- Situational Awareness
 - Recognize danger potential
 - Assess risk
 - Run scenarios
- Have information ahead of time
- Train to prevent problems
 - Approach with customers

Safety Lessons and Leadership

Tripp Goode

- Tell > Show > Try > Follow-up
- Trust and Verify
 - How to gain trust from strong-willed/skeptical
 - Voice of reason
 - Balance
 - Use peers when needed
- Know your key players – who to talk to, who has influence
- Communication – knowing your business, listening
 - Credibility
- Give your people confidence to do what is right
- Distractions – this work is always different
 - Safety is therefore a moving target
- Utilities and contractors are on the same team
- Know what is going on – know your people.

Group 3

MoveSafe Ergonomics

Dave/Sydney

- Our body is our most valuable tool
- Learn BEFORE you injure yourself
- You can IMPROVE through conditioning
 - With optimal movements
- Develop good habits - basics
 - Muscle memory, hip hinge, shoulder architect
- Spine – keep your alignment
 - Three curve
 - Prevent spine and disc problems
- Work your hips
- Sit butt back, lumbar support
- Don't hop down – three point contact, step down
- Rotator Cuff Alignment
 - Elbows down and forward
- "Prehab, not Rehab"



Group 3

Simplicity in Safety

Chris Coker

- Get out in FRONT
- Can always improve
- Triage the SIFS – what poses the highest risk?
 - SIF rates are down overall, but fatalities are flat
- Challenges
 - High-risk environment
 - Language barriers
 - High demand for service
 - Different learning styles
- Psychology
 - What is important
 - How much can a person process
 - Put the critical information out first
 - How much gets retained?
 - Ability to focus varies based on time, day, week etc.
- Situational Awareness
- Limited Conscious Processing Ability
- Attitude



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