

Safety Works

VOLUME 12 ISSUE 5

WINTER 2012

SPECIAL POINTS OF INTEREST:

- Leaders of the Pack
- SHSA Leadership
Essential Training
- SHSA 2012 Video
Competition
- SHSA Restaurant
Initiative

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A Message from the CEO

2011, a year in review.

What a year 2011 was! A huge congratulations must go to the province's hotels and their commitment to safety.

Clearly, the biggest success of 2011 for the SHSA was the formation of the Saskatchewan Hotels Best Practice Group (BPG). Meeting in February, this was the first time, in the history of the Saskatchewan hotel industry, that 46 of the largest hotels in the province came together to pursue a common goal: safety. Of the group, 43 took the initiative to sign the CEO Charter as their firm commitment to safety and then, taking it one step further, 36 hotels requested SHSA Safety Evaluations!

Those hotels took the lead and implemented their action plans, engaging in SHSA training and safety initiatives. Taking these steps has had a profound effect on the health and wellness of the group's associates and their organizations as a whole. In 2010, the hotel industry had 220 time loss claims of which 98 were from the Best Practice Group. We projected the industry to have 233 time loss claims in 2011, 104 from the Best Practice Group.

Because of the BPG's efforts, by our calculations, the SHSA is projecting that hotels will have 163 time loss claims for the year or a potential **32% decrease**. What's even more exciting is that the 46 hotels within the BPG account for 52 of the potential 65 time loss claim reduction. In other words, **81% of the total decrease!** The approximately 450 other hotels in S2301 Rate Category are expected to see a decrease of roughly 10%.

This is a truly remarkable accomplishment and the hotels of this province deserve to be recognized for their efforts! Again, congratulations and we are looking forward to even greater success in 2012.

Jim Bence
CEO Service and Hospitality Safety Association



Battling Burnout

Published with permission from the Safety Talks for Safe Supervisors publication – February 2012 Issue

The cost of work time lost to stress in Canada is \$12 Billion annually.

(Statistics Canada)



What's at Stake?

Are you suffering from burnout? Can you recognize the symptoms? If so, do you know how to fix it?

Burnout isn't simply feeling exhausted at the end of the week or having a bad day or two. Stress-filled days are common for many people. But constant stress can lead to burnout, a persistent state of feeling hopeless, resentful and powerless, which produces physical and emotional responses.

Physical symptoms can include exhaustion and difficulty sleeping and eating. Emotional symptoms may include sadness, anger, indifference or a sick feeling in the pit of your stomach from the moment you arrive at work. If left unaddressed, burnout can lead to serious health problems.

Don't drown in a sea of stress. Be aware of the symptoms of burnout and address them before they lead to serious health problems. For more information and material such as presentation tips, audio track and PowerPoint presentations please visit www.safesupervisor.com.

How to Protect Yourself

Warning signs that you could be headed for a burnout include:

- Anxiety at the thought of going to work
- Lack of ambition
- Irritation around coworkers
- Low energy at work
- Change in sleeping habits
- Change in eating habits
- Having a hard time making decisions
- Procrastinating

10 Ways to Battle Burnout

Thankfully, being on the road to burnout doesn't mean you have to finish the trip. There are steps you can take to turn the situation around:

1. See your doctor to determine whether your health is being affected and what you need to do about it, such as addressing high blood pressure or insomnia.

2. Look at other aspects of your life. Are you eating properly? Drinking or smoking too much? Not getting enough exercise? Making some important lifestyle choices can make a big difference in how you view life.
3. If you're feeling overwhelmed with work, write down all of the tasks you're currently doing and take the list to your supervisor to help prioritize the tasks that are most important.
4. Take a good look at your personality. Are you a perfectionist? Is that slowing you down and making you feel overwhelmed? Do you lack assertiveness and let people walk all over you?
5. Distance yourself from irritating coworkers. Talk to trusted friends to help change your attitude.
6. Try to do everything a little more slowly. Besides working at a more reasonable pace, try to walk, talk, drive and eat more slowly.
7. Say "no" especially to worry. If needed set aside 20 minutes a day as your "worry" time. Each time a worrisome thought comes along, take a moment to write it down and then put it out of your mind. At the end of each day, take 20 minutes to go over your notes. This helps you put a limit on worry.
8. Plan fun things to look forward to. Maintain a balance in your life between family, work and play. Be sure to get play.
9. If everything still seems too much, talk to your doctor or see a counselor.
10. Focus on one small step at a time. Don't try to fix everything at once.

Major Consequences of Stress in the Workplace:

- Absenteeism
- Turnover
- Diminished performance & productivity
- Substance abuse
- Increased health compensation claims

-(Dr. Kate Partridge, M.D.)

SHSA Training for 2012

SHSA has posted the 2012 training schedule to our website, and we are now taking registration for all the offered training. We will continue to offer our core programs throughout the year. Please be sure to check our website [here](#) for descriptions of all the training courses we offer. Click [here](#) to view our registration form

Does your organization require specific training? Do you have any ideas for training? Our Event Coordinator, Dawn Brown would love to hear from you! Contact Dawn at 306-522-5499 or 1-866-999-SHSA or shsa.admin@sasktel.net for more information.



Interesting Fact

As of 2:54 PM, February 6th 2012, 15,822 Saskatchewan people have been unintentionally injured this year. So far in 2012, predictable and preventable injuries have cost the Saskatchewan economy \$101,369,863.11.

In Saskatchewan, falls, are the number one cause of injury!

(Safe Saskatchewan)



Leaders of the Pack

The Chateau Regina Hotel and Suites has proven themselves to be a leader in the hotel industry when it comes to safety. Bev Herperger, General Manager believes in empowering her staff to take responsibility for themselves and the safety of those around them. By providing this environment, staff at all levels have the opportunity to step up to the plate and take on leadership roles.



The Management Team
at the Chateau Regina

Bev and her team understand that moving towards a culture of safety is not an overnight success, but have seen how small changes can have major results. The Chateau Regina has participated in Incident Investigation, Safety Management Systems and Who's Drivin' the Bus? training. The hotel is now working on developing a Safety Management System tailored to their facility. They have been working diligently on their claims management and reduced their injuries in 2011. Keep up the good work!

They are also looking forward to having their follow up safety evaluation to measure their improvements of the last year. The SHSA looks forward to continuing to work with the Chateau Regina and supports them in their quest for providing a culture of safety for their staff.

A New Face to the SHSA

Welcome Dawn Brown!

The SHSA is very happy to introduce Dawn Brown as our new Event Coordinator. She takes over the position from Ashley Hodgkinson, who has moved into Business Development (Congratulations to Ashley!).

Dawn brings with her an extensive background in coordinating communications, television productions and events. Dawn will be coordinating all events and training sessions for SHSA, as well as maintaining and developing our website, social media, newsletter, communications and marketing initiatives.

If you are interested in any of our training sessions or communications, please do not hesitate to contact Dawn. She can be reached at 522-5499 or toll-free 1-866-999-SHSA or shsa.admin@sasktel.net.



Dawn Brown
Event Coordinator

Sharing the Load

Dale Grant, General Manager, Sheraton Cavalier in Saskatoon, SK and 32 members of his busy team actively participated in a custom designed “Supervisors Managing Safety” one-hour course held on January 12, 2012. The participants included the General Manager, Head Chef, Rooms Division Manager, Controller; all the way through to the front line supervisors. The training was designed to get everyone onto the same page which included their individual responsibilities toward safety at the hotel along with how to be a good supervisor.

Prior to the training, the hotel’s Human Resources Department had created an in house Safety Management System that was tailored toward the needs of each individual department. Through this system, the day-to-day safety performances have been placed squarely on the shoulders of the front line supervisor rather than the Human Resources Department. With this kind of reasoning, they anticipate huge improvements in their overall safety performance throughout the hotel.

Hats off to the Sheraton Cavalier! Their team approach to improving safety performance will pay dividends for years to come. Congratulations from all of us at the Service & Hospitality Safety Association of Saskatchewan!

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Saskatchewan Inc.



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@Working
To Zero



The Management Team
at the Sheraton Cavalier

SHSA Leadership Essentials Training for Managers

The SHSA is excited to announce the **Leadership Essentials Training for Managers**. This training combines four of our already established and successful safety centered training programs: Supervisors Managing Safety, Incident Investigation, Who's Drivin' the Bus? (Claims Management) and Hazard Identification and Controls, allowing managers the opportunity to learn as much as they can about their role and responsibilities as a guarantor of work place safety.

This full day training will be provided on request for all of Saskatchewan. Each employer will be responsible for providing a training venue and lunch for participants. The group limit is 12 people and the total cost is \$400.00 + GST. Each participant will receive a Certificate of Completion in Leadership Essentials, and receive a training manual.

Supervisors Managing Safety

Everyone in the workplace has a role in health and safety, and supervisors are no exception. This brief presentation outlines the supervisor's legal responsibilities regarding health and safety AND provides some helpful suggestions for how to fulfill those responsibilities. Each participant will take away some basic concepts and easily understood materials that they can use for reference material in their day-to-day supervisory duties.

Incident Investigation

By implementing procedures in regards to reporting, investigating and documenting all incidents, you will be better able to identify where, when and why certain types of incidents are occurring, determine the root cause and implement effective corrective actions to ensure that the incident/injury does not happen to the next employee.

Who's Drivin' the Bus? (Claims Management)

Who is running your business? Is it the worker, the doctor, WCB, or is it you? This program is designed to give employers/managers/supervisors an overview of investigations, claims management, and modified return to work.

Hazard Identification & Control

Hazards are present everywhere and employees and management alike have a stake in carrying out hazard assessment – it can mean the difference between a productive, safe workplace and an unproductive, unsafe one. This presentation provides the successful attendee with the knowledge and tools to identify assess and control hazards.

**SAFETY
WORKS**

Did You Know ...

According to the International Labour Organization, an average of 6,000 people die, each day, as a result of work-related accidents or diseases, totaling more than 2.2 million work-related deaths a year. Of these, about 350,000 deaths are from workplace accidents and more than 1.7 million are from work related diseases.

In addition, commuting accidents increase the burden with another 158,000 fatal accidents.





VIDEO COMPETITION

COMPETITION BEGINS JANUARY 30, 2012
DEADLINE FOR SUBMISSIONS IS MAY 7, 2012
@ 1:00 PM

ULTIMATE PRIZE PACKAGE!

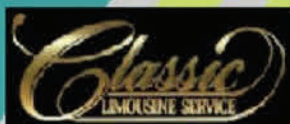
1ST PLACE WINNER
WILL RECEIVE THE
ULTIMATE GRAD OR NIGHT OUT PACKAGE FOR FOUR INCLUDING:

- ✦ LIMOUSINE SERVICE FROM CLASSIC LIMOUSINE
- ✦ DINNER AT EARLS SOUTH
- ✦ TWO APPOINTMENTS FOR HAIR STYLING FROM REGIS SALON
- ✦ TWO CORSAGES AND BOUTONNIERES FROM GROWER DIRECT
- ✦ TWO TUXEDO RENTALS FROM MOORES CLOTHING
- ✦ TWELVE TANNING SESSIONS FROM TROPICANA TAN

RULES AND REGULATIONS:

1. THE TOPIC OF THE VIDEO IS TO BE A DEMONSTRATION OF SAFE WORK PRACTICES IN THE HOSPITALITY INDUSTRY
2. THE VIDEO MUST BE THREE MINUTES IN LENGTH

PLEASE SEE WWW.SERVICEHOSPITALITY.COM OR YOUR GUIDANCE COUNSELOR FOR FULL CONTEST RULES AND REGULATIONS



Prize package worth \$1200.00

SHSA Restaurant Initiative

The Service and Hospitality Safety Association of Saskatchewan is working towards a province wide restaurant initiative that will pull the industry together to provide positive and safe worker outcomes in the food and beverage sector.

The restaurant industry accounts for 49.8% of all injuries in the service and hospitality sector in Saskatchewan. To date, the restaurant industry has proven to be SHSA's greatest challenge. Moving forward we need to recognize the different environments represented by the restaurant industry, adjust our business model and implement a restaurant initiative.

The Canadian tourism industry is made up of five key component groups: food and beverage services, transportation, accommodation, recreation and entertainment and travel services. In Saskatchewan 46% of our workforce is employed in the food and beverage industry. According to WCB, as of June 30, 2011 there were a total of 463 claims, 181 time losses (2, 695.3 days), 253 no time losses, and 29 disallowed claims from the food and beverage sector. According to WorkSafe Saskatchewan statistics youth (aged 15-24) have a three times higher rate of injury on the job. Over 8, 000 young workers get hurt on the job every year. On average, four young Saskatchewan people don't make it home from work every year.

When planning moving forward training initiatives SHSA has taken into consideration the many aspects of our Saskatchewan culture; the different types of restaurants we have in our communities; along with current and future immigration. These initiatives will focus on training our food and beverage workers to work safe - everyday. The Knife and Kitchen Safety Program is slated for launch in March of 2012. We are working with Saskatchewan high schools to promote safety in the workplace at a young age. [The SHSA 2012 Video Competition](#) welcomes the students to self promote healthy and safe work place practices. We are currently offering our Safety Management System Training, which has quickly become recognized as essential management training tool within the service and hospitality industry.

For more information on this initiative please do not hesitate to contact Grady Schuett, Business Advisor at 306-522-5499 or toll free at 1-866-999-7472 or grady.schuett@sasktel.net.



- 7 out of 10 young Canadians get their first job in the tourism sector
- 83, 200 young workers in Saskatchewan
- 55.7% of Saskatchewan Food and Beverage Service workers are between 15 and 24.

(Statistics Canada, Work-Safe Saskatchewan)

SHSA Upcoming Events

January 31, 2012 - May 7, 2012

SHSA Video Competition

February 14-15, 2012

First Aid & CPR Level C Training - Regina, SK

March 7, 2012

"Who's Drivin' the Bus?": Claims Management - Saskatoon, SK

March 13, 2012

First Aid & CPR Level C Training - Saskatoon SK

