

Lawrence Berkeley National Laboratory

Custodial Injury Management Self Assessment



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Facilities Division Director

Executive Summary

The goal of this self assessment is to review past custodial corrective actions to determine if they have effectively accomplished their intended purposes and to benchmark custodial safety data and programs with similar institutions. As the self assessment progressed, it was decided to discontinue the benchmark.

At the beginning of this assessment, the Facilities Custodial Department continues to lead the Division in the number of injuries. A number of corrective actions, process changes, and programs do not appear to have improved the injury rates. Informal interviews with custodians reveal that many of the programs are not enforced or sustained by Custodial Leads or Supervisors. For example:

- Ninety percent (90%) of the custodians either do not possess or use the dumpster sticks that were recently introduced to reduce specific strain and sprain injuries
- Custodial Supervisors do not consistently send representatives to the Division Zero Accident Committee (DZAC)
- The Ergo Advocate Initiative has been slow to non-existent in its growth due in part to a custodial supervisor's direction to allow participation of staff to "only when they have time"
- One custodial supervisor has only documented a 29% inspection rate with no recorded inspections for a five month period (six total months with no recorded inspections).

Between July 2006 and the date of this assessment, 104 custodial corrective actions are entered into the corrective action tracking system (CATS). A review of these corrective actions revealed the following:

- Thirty-five percent (35%) of the corrective actions were closed with none or insufficient / incorrect documentation. A recent audit by the Office of Contractor Assurance (OCA) concluded that 7% of Division corrective actions are closed "prematurely" without sufficient documentation.
- In one case examined, a custodial supervisor cancelled the recommended ergonomic evaluation
- A large block of the corrective actions pertain to communication issues:
 - Eight relate to failure to report work area deficiencies to the Supervisor or Work Request Center that resulted in injuries
 - Nine to remind custodians to report injuries immediately: Employees do not report injuries to supervisors, and lead employees do not forward injury reports to supervisors
 - Custodians do not consistently inform supervisors about work area hazards or changes

Communications within the Custodial Department have greatly improved through the increased involvement of Division Management, culture change, and the empowerment of lead custodians to effect change and improve safety.

- The greatest number of corrective actions pertained to re-training (29), followed by Process Development / Improvement (21) and Safety Meetings (15).

Based on our assessment of corrective actions designed to reduce Custodial injuries, it appears that a large percentage, as evidenced by inadequate evidence or the lack of objective evidence of closure,

were not implemented as intended. In several cases, it appears that the same piece of documentation was used to close unrelated corrective actions.

Recommended Corrective Actions

The following corrective actions are recommended to help ensure injury corrective actions are implemented as intended, closed with the appropriate evidence, and to help reduce the custodial injury rate:

- Facilities Safety, in conjunction with EH&S, will investigate the feasibility of a redesign of the dumpster sticks to make them easier to carry. CA 9199-1.
- The Facilities Safety Department will audit the closure of all Division Corrective Actions to ensure they are implemented as intended and that the closure is supported by the appropriate objective evidence. Deficiencies will be subsequently corrected by the corrective action's assigned responsible person. This corrective action was implemented subsequent to the beginning of this assessment. CA 9199-2.
- Facilities Safety will formalize a structured Ergo Advocate program and include its requirements in the Division Integrated Safety Management plan. CA 9199-3.
- Facilities Safety will develop and distribute to Custodial Supervisors, separate from the crafts, monthly training tool kits for the custodial staff that focus on safety issues pertinent to custodial risks. CA 9199-4.
- The Custodial Manager will assign one or more representatives to attend DZAC meetings and ensure they flow down the content of the meeting to custodial work groups. CA 9199-5.
- The Custodial Manager will include in custodial supervisor's Annual Performance Review the goal to complete 100% of their assigned safety inspections and bi-weekly safety training. This corrective was implemented since the beginning of this assessment. CA 9199-6.

Introduction

The goal of this self assessment is to review past custodial corrective actions to determine if they have effectively accomplished their intended purposes. A secondary goal is to benchmark custodial safety data and programs with similar institutions. As the self assessment progressed, it was decided that a formal benchmark with other institutions would not contribute to the improvement of the LBNL custodial safety program and was discontinued.

A number of corrective actions, process changes, and programs do not appear to have improved the injury rates of custodial workers. These programs include:

- Ergonomic observation and training by a contracted physical therapist
- "Lift Class for Supervisors" training designed specifically for, and presented twice to Custodial Supervisors
- Custodial Ergonomic Advocate initiative
- Development and distribution of an Ergonomic Handbook
- Introduction of Microfiber Mopping System
- Installation of wheels on tables often moved by Custodians
- Recycle, Remove, Reuse program
- Design and purchase of "Dumpster Sticks"

- Development and distribution of Ergonomic Coaching Cards
- Injury analysis and corrective recommendations by a team of safety investigators, ergonomic experts, and Division Safety personnel
- Heightened expectation in the number of supervisory safety inspections
- Re-introduction of the requirement for bi-weekly safety training for the entire Division. Specific training subjects and training tools are developed and distributed to supervisors

Informal interviews with custodians reveal that many of these programs are not enforced or sustained by Custodial Leads or Supervisors. In spite of the implementation of programs to correct or improve the safety performance of the custodial staff, and to reduce hazards encountered by the custodial staff during the course of their duties, custodial injuries represent the greatest proportion of injuries in the Division and remain at a level above industry norms¹.

This review examined all five ISM core Values as they pertain to the Custodial Injury Management and Benchmarking.

- Define the work-What specific tasks require the greatest effort and historically have the most ergonomic safety risk.
- Analyze the Hazards-Analyze the most common injuries and most frequently seen injury causes.
- Develop Controls-Corrective actions were reviewed for completion and correctness. Compare the corrective actions and program improvements.
- Perform the Work-Have the program improvements worked as intended?
- Obtain Feedback-Feedback was gained during informal custodian interviews.

Focus Area Description

In spite of many corrective actions and programs, the Facilities Division Custodial Group continues to lead the Division in the number of injuries. This Self-Assessment will include a review of the past corrective actions and injury reports to determine if the corrective actions have effectively accomplished their intended purposes.

Current Requirements

Current requirements for injury review and corrective action development are contained in Pub 3000 section 5.1 Incident Reviewing and Reporting. The assessment team reviewed all custodial corrective actions available in the Corrective Action Tracking System (CATS). Injury reports were reviewed to assess the developed corrective actions. Program improvements and resources were reviewed during this self assessment.

Assessment Scope

Facilities interviewed personnel and reviewed the following documentation that includes:

- 104 corrective actions in the corrective action tracking system

¹ The Facilities Custodial Incident Rate for FY 2011 is 5.2 and the 12 month rolling rate equals 17.9. This compares to an industry average rate of 3.7.

- DBO2 inspections reports
- Custodian ergonomic checklists
- Division injury rates
- U. S. Bureau of Labor Statistics
- Injury reports between 2006 and 2012
- Informal interviews with custodial staff

Assessment Results

Injuries

The Facilities Custodial Department continues to lead the Division in the number of injuries, representing eighty-three percent (83%) of the FY 12 recordable injuries (5 out of 6) to the date of this report. The injury rate in 2010 for custodial workers was twice the rate of the Facilities Crafts / Administration workers (4.4 vs. 2.1). Over a period of the last 10 years, 14 custodians represent 68% of the injuries with a single custodian representing 12% of these injuries. Between 2003 and 2012, 42% of the recordable and 19% of the first aid injuries (61% total) is attributed to strains and sprains.

	Strain/Sprain	Fracture	Contusion	Laceration	Inhalation	Insect bite	Puncture	Pain	Dermatitis
Recordable	42%	8%	4%	4%	2%	0%	0%	0%	0%
First Aid	19%	0%	10%	2%	2%	2%	4%	2%	2%
Total	62%	8%	13%	6%	4%	2%	4%	2%	2%

Custodial Injuries by Type 2003 – 2012 (as of 1/31/12)

FY Year	03	04	05	06	07	08	09	10	11	12	Total
Recordable	2	0	3	4	1	2	5	8	4	5	34
First Aid	0	3	6	2	3	2	3	0	5	2	26
Total	2	3	9	6	4	4	8	8	9	7	60

Custodial Injury Totals 2003 – 2012 (as of 1/31/12)

Name	# Repeat	%	Name	# Repeat	%
Custodian A	7	12%	Custodian H	2	3%
Custodian B	4	7%	Custodian I	2	3%
Custodian C	4	7%	Custodian J	2	3%
Custodian D	4	7%	Custodian K	2	3%
Custodian E	3	5%	Custodian L	2	3%
Custodian F	3	5%	Custodian M	2	3%
Custodian G	2	3%	Custodian N	2	3%

Custodians with Multiple Injuries 2003 – 2012 (as of 1/31/12)

Custodial Corrective Actions

Between July 2006 and the date of this assessment, there are 104 custodial corrective actions (Attachment A) entered into the corrective action tracking system (CATS). Corrective actions are developed during the injury review process for both recordable and first aid injuries. Corrective actions are developed in conjunction with either the injured employee's supervisor or manager.

Beginning in 2007, Facilities began assigning injury corrective actions to each individual Custodial Supervisor, i.e., a corrective action resulting from an injury to a day shift custodian would be assigned to both day and swing shift supervisors. This practice ensures that corrective actions apply to all custodial employees. Twenty-three of the 104 corrective actions are duplicative in this assignment.

A review of the 104 corrective actions revealed the following:

- Thirty-five percent (35%) of the corrective actions were closed with no or insufficient / incorrect documentation. A recent audit by the Office of Contractor Assurance (OCA) concluded that 7% of Division corrective actions are closed "prematurely" without sufficient documentation.
- In one case examined, a custodial supervisor cancelled the recommended ergonomic evaluation
- A large block of the corrective actions pertain to communication issues:
 - Eight relate to failure to report work area deficiencies to the Supervisor or Work Request Center that resulted in injuries
 - Nine to remind custodians to report injuries immediately: Employees do not report injuries to supervisors, and lead employees do not forward injury reports to supervisors
 - Custodians do not inform supervisors about work area hazards or changes
 - The greatest number of corrective actions pertained to re-training (29), followed by Process Development / Improvement (21) and Safety Meetings (15).

Corrective Action Overview Developed Between 2006 and 2012		
Number of Associated Corrective Actions	Corrective Action Data	%
104	Total number of corrective actions	100
20	No documentation	19
14	Insufficient/incorrect documentation	13
23	Corrective actions assigned as duplicates to both supervisors	22
1	CA with no documentation with non Facilities responsibilities	1

A review of the custodial corrective actions revealed that of 20 corrective actions did not have any supporting documentation attached. Out of the 104 corrective actions, 14 were found to contain insufficient or incorrect documentation.

CATS 7082-1 states: Supervisor will retrain custodians on proper trash removal process, including custodian responsibilities to limit weight of trash carried and the use of good lifting methods. Remind custodians not to over conserve trash bag use. Training shall include time for employee's feedback and discussion on the practicality of trash removal process. Barriers to be discussed with

employees and procedures modified when necessary. Document training and upload into CATS. CATS 7082-1 was closed with a note that stated: *Trash removal process training was integrated to Safety and Procedural meeting on 13 Mar 09 and is complete.* This is insufficient documentation for this corrective action. The corrective actions requests the training be documented and uploaded into the CATS system. A sign in sheet with the training highpoints would have been the expected documentation.

CATS 7152-1 states *Supervisor will retrain custodians on proper trash removal process, including custodian responsibilities to limit weight of trash carried and the use of good lifting methods. Remind custodians not to over conserve trash bag use. Training shall include time for employee’s feedback and discussion on the practicality of trash removal process. Barriers to be discussed with employees and procedures modified when necessary. Document training and upload into CATS.* CATS 7152-1 was closed with a note stating: *Day shift custodians have been trained by supervisor on the importance of reducing the amount of trash in large containers whenever possible to prevent strain injuries including but not limited to lower back, shoulder and knees.* This is insufficient documentation. A training sign in sheet would have been the correct documentation.

CATS 7082-2 states: *Supervisor performs random inspections on the weight and size of trash bags placed in the dumpsters to ensure compliance. Document dates and results of inspections. Upload documentation into CATS.* CATS 7082-2 was closed with a note that stated: *Random inspections are being conducted in conjunction with Ergonomics checklists.* The correct documentation for CATS 7082-2 should have been either a spread sheet or inspections sheet with dates, names of persons inspected and findings noted.

CATS 7164-9 states: *Give on the job training to all custodians on cleaning labs floors and broken glass clean up.* CATS 7164-9, 7164-4, and 7164-6 were closed with a safety meeting sign in sheet with only 4 custodial signatures.

MEETING / TRAINING ATTENDANCE	
SUBJECT: Procedures for Cleaning Labs & Broken glass	
DATE: 4 DEC 09	
ALFARO, G.	_____
BELL, G.	_____
CABANILLA, M.	<i>M. Cabanilla</i>
CONTRERAS, J.	_____
FONTANILLA JR., G.	_____
GARCIA, N.	_____
GEDELA, Y.	_____
GUERRA, M.	_____
GUSTAVSON, J.	<i>J. Gustavson</i>
HENRY, H.	_____
HERNANDEZ, B.	_____
HERNANDEZ, J.	_____
HUYNH, T.	_____
JIMENEZ, L.	_____
KISH, J.	<i>J. Kish</i>
MAYORGA, D.	_____
MAYORGA, J.	<i>J. Mayorga</i>
MOORE, D.	_____
PEZUA, I.	_____
ROSAS, G.	_____
SANCHEZ, M.	_____
TALAPIAH, H.	_____
VIRAY, R.	_____
VENEGAS, R.	_____

Sign in Sheet with 4 Signatures (CATS 7164-4, 6, 9)

CATS 7165-4 Review during a safety meeting with the custodians, the laboratory level of excepted cleanliness. The objective evidence used to close this CATS consisted of a sign in sheet with no signatures. This is insufficient documentation.

MEETING / TRAINING ATTENDANCE
SUBJECT: Lab Level of Cleanliness Expectations
DATE: June 12, 2009
BULLOCK, N. _____
CASILLAS, M. _____
COURT, K. _____
ESPINOZA, S. _____
GAVIDIA, A. _____
GRIFFIN, J. _____
HASKETT, W. _____
LEWIS, A. _____
MELGOZA, R. _____
MONTOYA, P. _____
VERGARA, O. _____
JACKSON, T. _____

Documentation for CATS 7165-4 and CATS 7165-2

CATS 7950-2 states: *Supervisor will continue to monitor the new custodians to observe and counsel the new custodians on a weekly basis until the custodians and supervisor are confident they have completely developed the physical skill necessary to be successful custodians. Supervisor will document these observations.* The documentation is lacking details, notes, names, and comments that would support the corrective actions completion. CATS 7950-2 was closed with a list of observation dates:

Dates of observations:

- 29 MAR 10
- 07 APR 10
- 14 APR 10
- 21 APR 10
- 27 APR 10
- 04 MAY 10
- 11 MAY 10

Documentation attached to CATS 7950-2

CATS 7164-11states: *Discuss during safety meetings the work control process in the JHA and the requirement of following the work controls.* This corrective action was also closed with only a note containing dates. The evidence should include a safety meeting sign in sheet and agenda.

CATS 8079, includes documentation from 3 other corrective actions. The documentation uploaded was not the correct documentation. Certain documentation (meeting sign in sheets) seems to show up multiple times on unrelated corrective actions.

CATS 7152-2 states: *Supervisor performs random inspections on the weight and size of trash bags placed in the dumpsters to ensure employees are not overfilling the bags.* This CATS was closed with a note stating: *“Inspections of amount, weight and size of trash custodians are disposing of have been evaluated by supervisor. Custodians have been trained on reducing the amount and weight of trash in half whenever possible to reduce injuries”.* The correct documentation for CATS 7152-2 should have been either a spread sheet or inspections sheet with dates and findings noted.

The corrective action 8097 was developed following a training session with the custodial leads. During a safety discussion request for feedback the work leads stated there was a need for a second truck with a lift gate. The Custodial Work Leads said that the existing truck equipped with a lift gate was used primarily by the floor crew. The Work Leads continued to say they did not schedule time to use the truck because they would have to offload all of the heavy floor crew equipment each time they wanted to use the truck. The Safety Coordinator discussed the matter with the Custodial Department Manager who requested that a corrective action be entered into CATS. Later the corrective action was closed on 9/24/2010 with no action and the comment:

“Discussed the need for an additional liftgate with the Supervisors. They indicate that the current lift gate truck is available for all leads to use. They just have to schedule their time better. It is not exclusive to the Floor Crew. The other pickup they have is a Ford Ranger and adding a lift gate is not cost effective. However, I have asked Fleet that when another full size pickup becomes available, we will trade the Ranger and add a lift gate to the full size pickup.”

On 8/30/2011 a custodian was injured lifting a buffer onto a truck. A new corrective action was entered as CATS 8967. The current Custodial Manager secured funding for the purchase of a lift gate and is pending completion.



Custodian Loading Equipment to Truck

CATS 7182-2 was closed with no action taken. The corrective action was the result of a custodial back injury review. During the injury review the custodian expressed long term back pain and discomfort. Because the injury was cumulative, one of the corrective actions was for the ergonomist to perform an evaluation of the custodians work process and habits. At a later date the Safety Coordinator attempted to upload the ergonomic report as objective evidence and discovered that the ergonomic request had been cancelled by the Supervisor. The supervisor stated and the ergonomist confirmed with the injured custodian that the back injury was not work related. The custodian stated that his back was at its usual baseline discomfort. It is unfortunate the corrective action was not followed through on as the custodian working daily

There are 8 corrective actions for safety meeting discussions on the importance of reporting work area deficiencies to the Supervisor or Work request center. There are 9 corrective actions on the subject of reporting injuries immediately. This includes a corrective action requesting that Health Services attend a safety meeting to discuss reporting injuries immediately.

Communications within the Custodial Department have greatly improved through the increased involvement of Division Management, culture change, and the empowerment of lead custodians to effect change and improve safety.

Resources and Improvements

Ergonomic Training

In 2008 the Facilities Division contracted with a physical therapist to evaluate and train the custodial work group on ergonomic work techniques. The physical therapist accompanied and evaluated several custodians through their work shift. Following the assessment, the therapist met with small groups of employees, providing lifting instructions as well as hands on ergonomic support to all available custodians.



Photographs of Custodians Receiving Hands on Lifting Training

The Custodial Supervisors have twice each attended a “Lift Class for Supervisors.” This training was developed specifically for Facilities Division Supervisors by the Physical Therapist. Her training slides showed examples of good lifting techniques as well as problem lifts. To further aid the supervisors, a Lift Card was developed and serves as a guide for the supervisors. The Lift Card enables Supervisors to identify and address potential ergonomic problems immediately.

A Custodial Ergonomic Advocate Initiative was established in 2008. Specific ergonomic training was given to volunteer custodians. The intended function of the custodial ergonomic advocates was to develop through enhanced ergonomic training a group of employees capable of performing ergonomic observations of their fellow employees. The ergonomic advocates meet monthly with the Laboratory Ergonomic Subject Matter Expert, sharing their observations, and continuing to gather further ergonomic expertise. This program has been slow to non-existent in its progress and growth due in part to the custodial supervisor’s allowing participation of staff to “only when they have time.”

Ergonomic Handbook

In 2008 the Custodial Ergo Advocates, the guest physical therapist and the Laboratory resident Ergonomic Subject Matter Experts developed a comprehensive custodial ergonomic handbook. This booklet was distributed to all custodians and has been updated twice. The custodians were instructed to use the booklet as an ergonomic reference and guide.

Microfiber Moping System

The Facilities Division purchased an improved mopping system for the custodians in 2008. The Rubbermaid Microfiber flat mop system used 70% less water and chemicals. The flat mop is dramatically lighter and reduces the strain on the custodian’s shoulders, backs, elbows, and wrists. The new mop system included other benefits:

- Improved ergonomic mop handles
- Drain Plugs at the bottom of the buckets to eliminate lifting buckets of water
- The buckets limit the amount of water required
- Mops are squeezed with foot action instead of shoulder/back



Photograph Testing the New Flat Mop System

Initially the system seemed to fail and fell into disuse. Further research revealed that failure to follow the strict guidelines for washing the microfiber mops may have led to some degree of mop failure. Many of the custodians believed that the mops were not cleaning tiled restrooms well enough. The vendor indicated there are different types of mop pads available and there are rougher microfiber mops available for tiled restroom use.

The vendor was very willing to work with the custodians and set up an onsite demonstration, answering questions concerning the varied types of mops available for different applications. Most of the custodians preferred to use the microfiber string type mop. Following a demonstration of the string type mop the custodial work group purchased microfiber string mops and removed from service the heavier cotton string mops.



Photograph Microfiber Mop in Action

Cafeteria Tables

Setting up for special events at the cafeteria and Perseverance Hall can require moving as many as 50 tables and hundreds of chairs. The tables come in two sizes, weighing between 60 and 120 lbs. It was standard practice for the custodians to stack two of the 60 lb tables on top of each other and move two tables at a time. Employees have been advised by the safety team to move the tables without stacking them in sets of two. Following a 2008 custodial shoulder injury all of the tables at the cafeteria were fitted with wheels. This has benefited not only the custodial staff but any other LBNL groups who may need to move the tables around.

Recycle, Remove, Reuse

The 3R-Recycle, Remove, Reuse program was developed by the Facilities Division as a means to move forward a more efficient recycle separation program. Certain buildings have centrally located high capacity recycling centers. Building occupants empty and recycle their trash into these recycling centers. The recycling centers:

- Reduce by 50% the time custodians spend emptying trash and separating recyclables
- Reduces bending and twisting exposures

The benefits to the custodial employees through this program include time efficiencies and a reduction in ergonomic twisting and turning. The program has progressed slowly since its inception in early 2010. There is some resistance in accepting the program. To date, the program is working in buildings 48, 75, 75B, 76, 90, 6, 80, and 82. As a new approach, the interim Day Shift supervisor is assembling a Lean Kaizen group to look at this issue and develop a path forward for this program. This program has worked well in B 76 for several years.

Dumpster Sticks

In February 2011, the Facilities Division ordered dumpster sticks for the use of each custodian. The primary intended purpose of the dumpster stick is to develop a tool that will assist the custodians in raising the dumpster lids over their heads. A secondary use of the stick is to hold the lid open as they dump trash into the dumpsters. The goal is to reduce shoulder injuries.

This purchase was a result of years of development and trials. After many iterations, the latest version was rated by the custodians as good-to excellent. One year later during a March 2012 swing shift safety meeting, the custodians were asked who has dumpster sticks and who are using the dumpster sticks. Only 10 custodians (25%) reported having a dumpster stick and only 4 custodians (10%) said that they use the sticks. When the custodians were asked why they don't use the sticks, one custodian said that she did not have a stick and most other custodians felt the sticks were too bulky to carry around. Several custodians requested that the sticks be mounted someplace outside near the dumpsters for easy access.

The custodial ergonomic advocate group is planning to re-evaluate the use of the dumpster sticks. A lot of effort went into the design process. In cases where the stick is not useful in propping open the dumpsters the stick is still a useful tool for raising the dumpster lids into an open position.



Photograph Custodian Lifting Dumpster Lid

Ergonomic Coaching Cards

In March 2010, the Facilities Division and our contract Physical Therapist developed a Supervisor Lifting and Body Positioning training program. This training was developed in detail by addressing the challenges faced by Division workers. All available Facilities Division Craft and Custodial Supervisors received this training.

Illustrations of Body Positioning	
I. LIFTING	
A. At and Below Waist Level Lifting	
	Lifting with legs and arms <u>without</u> bending back
	Face forward keeping head up to lift
	Lifting with legs and arms and <u>some</u> back bending
	Lifting with <u>back and arms only</u>
	Turning whole body (including feet) versus twisting at the waist
	Twisting at the waist when lifting
II. BENDING	
	Bending from the hips versus the waist
	Using alternate technique(s) to avoid bending at the waist
	Frequently bending from the waist
III. REACHING	
	Avoidance of extended reaching
	Use of assistive device(s) to avoid extended reach (i.e. ladder)
	Reaching with arms fully extended
	Reaching with arms fully extended <u>when lifting</u>

California Job Analysis 2009

LBNL Facilities Body Mechanics Coaching Card	
Worker Name: _____	Date: _____
Name of Craft: _____	Observer/Supervisor: _____
TASK OBSERVED:	
Worker safety observation for lifting, bending, & reaching tasks:	
I. LIFTING	
A. At and Below Waist Level Lifting	
<input type="checkbox"/>	Worker lifts with legs and arms <u>without</u> bending back
<input type="checkbox"/>	Worker faces forward keeping head up
<input type="checkbox"/>	Worker lifts with legs and arms and <u>some</u> back bending
<input type="checkbox"/>	Worker consistently uses <u>back and arms only</u> when lifting
B. Twisting	
<input type="checkbox"/>	Worker turns whole body (including feet) vs. twisting at waist
<input type="checkbox"/>	Worker <u>twists</u> at the waist when lifting
Coaching Given (explain): _____	
Observer/Supervisor Initials: _____	
II. BENDING	
<input type="checkbox"/>	Worker bends from the hips versus the waist
<input type="checkbox"/>	Worker uses alternate technique(s) to avoid bending at waist
<input type="checkbox"/>	Worker <u>rarely</u> bends from the waist
<input type="checkbox"/>	Worker <u>occasionally</u> bends from the waist
<input type="checkbox"/>	Worker <u>frequently</u> bends from the waist
Coaching Given (explain): _____	
Observer/Supervisor Initials: _____	
III. REACHING	
<input type="checkbox"/>	Worker avoids extended reaching
<input type="checkbox"/>	Worker uses assistive device(s) to avoid extended reach (i.e. ladder)
<input type="checkbox"/>	Worker <u>rarely</u> reaches with arms fully extended
<input type="checkbox"/>	Worker <u>occasionally</u> reaches with arms fully extended
<input type="checkbox"/>	Worker <u>frequently</u> reaches with arms fully extended
<input type="checkbox"/>	Worker reaches with arms fully extended <u>when lifting</u>
Coaching Given (explain): _____	
Observer/Supervisor Initials: _____	
KEY: Techniques highlighted in:	
green is desirable; orange should be minimized; red should be avoided	
General body mechanics for this task are:	
<input type="checkbox"/>	Good (minimal to no correction needed); <input type="checkbox"/> Fair (needs practice but improving);
<input type="checkbox"/>	Poor (needs practice/unchanged)
*Remember to "watch'em when it ain't" there/behind the craft!	

Front and Back Views of the Body Mechanics Coaching Cards

In conjunction with the training, the attending supervisors were given Body Mechanics Coaching Cards. The cards are an ergonomic reference tool for the supervisor's use. Supervisors have a choice of handing out the cards to employees with notations or using the cards for task assessment.

Supervisory Safety Inspections

A process that identifies workplace hazards and at-risk behaviors on a regular basis is one of the most effective injury prevention strategies of any Safety Management System. These hazards and behaviors are identified through safety inspections. Scheduled inspections are required by OSHA and are basic to the implementation of LBNL's Integrated Safety Management (ISM) Guiding Principles and its Core Functions. When conducted by a worker's supervisor, the Lab's commitment to safety, as well as its expectation of the delivery of quality service is emphasized. This inspection process is mandated in the Facilities Division ISM Plan. Because of the high custodial injury rate, the division set the frequency of safety inspections to 1 per day by each custodial supervisor. Although the Custodial Manager completed a number of inspections, since January 2011 neither custodial supervisor has met this requirement. For example, the inspection record for one supervisor, based on DBO2 reports, lists only a 29% inspection rate with no recorded inspections for a five month period (six total months with no recorded inspections).

Safety Training

Facilities established the Division Zero Accident Committee (DZAC) whose purpose is to provide a means to directly communicate safety concerns and suggestions from labor directly to senior management, and to communicate the resolution of these concerns and suggestions back to their workgroups. The committee is composed of a representative from each workgroup within the Division and satisfies the OSHA required communication requirements. Additionally, the Division has instructed each supervisor to conduct bi-weekly safety meetings and to provide safety training to each employee during these meetings. Evidence of these meetings is forwarded to Facilities Safety. Facilities Safety developed a schedule of topics for presentation and develops tool kits for supervisors to use to assist with this training. At each DZAC meeting, the currently scheduled training topic is presented, along with a power point presentation participants may use to deliver content at their safety meetings.

Since January 2011, the day shift custodial representative attended only two DZAC meetings, and the swing shift custodial representative attended three meetings. No meetings were attended by representatives from either shift for the last 12 months.

JHA training for the custodial department is good with only 4 months below goal for both supervisors combined over a 12 month period. This represents one of the better JHA training records in the Division.

Findings

There were no findings identified in this assessment.

Observations

The following observations were derived from document reviews and informal interviews:

1. Only 10% of custodians stated they are using the dumpster sticks developed to reduce shoulder/neck injuries
2. Thirty-five percent (35%) of corrective actions are closed with either none or insufficient documentation
3. Custodial Supervisors do not record safety inspections at the rate set by the Division ISM program
4. Custodial Supervisors do not consistently send representatives to the Division Zero Accident Committee (DZAC)

Noteworthy

There are no noteworthy findings in this assessment.

Recommended Corrective Actions

The following corrective actions are recommended to help ensure injury corrective actions are implemented as intended, closed with the appropriate evidence, and to help reduce the custodial injury rate:

- Facilities Safety, in conjunction with EH&S, will investigate the feasibility of a redesign of the dumpster sticks to make them easier to carry. CA 9199-1.
- The Facilities Safety Department will audit the closure of all Division Corrective Actions to ensure they are implemented as intended and that the closure is supported by the appropriate objective evidence. Deficiencies will be subsequently corrected by the corrective action's assigned responsible person. This corrective action was implemented subsequent to the beginning of this assessment. CA 9199-2.
- Facilities Safety will formalize a structured Ergo Advocate program and include its requirements in the Division Integrated Safety Management plan. CA 9199-3.
- Facilities Safety will develop and distribute to Custodial Supervisors, separate from the crafts, monthly training tool kits for the custodial staff that focus on safety issues pertinent to custodial risks. CA 9199-4.
- The Custodial Manager will assign one or more representatives to attend DZAC meetings and ensure they flow down the content of the meeting to custodial work groups. CA 9199-5.
- The Custodial Manager will include in custodial supervisor's Annual Performance Review the goal to complete 100% of their assigned safety inspections and bi-weekly safety training. This corrective was implemented since the beginning of this assessment. CA 9199-6.

Conclusions

In spite of the implementation of programs to correct or improve the safety performance of the custodial staff, and to reduce hazards encountered by the custodial staff during the course of their duties, custodial injuries represent the greatest proportion of injuries in the Division and remain at a level above industry norms. Based on our assessment of corrective actions designed to reduce these injuries, it appears that a large percentage, as evidenced by inadequate evidence or the lack of objective evidence of closure, were not implemented as intended. In several cases, it appears that the same piece of documentation was used to close unrelated corrective actions.

Supporting Documentation

1. Review past custodial injury reports for the last 5 years
2. Review the Corrective Action Tracking System (CATS) for completed corrective actions over the last 5 years
3. Chart custodial injuries for type, location ,cause to try and determine if there are any similarities or leading/lagging indicators over a 5 year period
4. Interview a sample of custodians

Appendix A Lines of Inquiry

Line of Inquiry for the Custodian Injury Management and Benchmarking include:

1. Why have we not seen greater improvements in the custodial injury rates
2. What are the leading causes of custodial injuries
3. Have previous corrective actions been effective
4. Are further effective improvements that could be made

Appendix B Assessment Methodology

Custodial employees lead the Division as the highest category of injuries in spite of many corrective actions recommended in the past. This assessment intends to examine the effectiveness of these corrective actions and to compare them to those in place at a neighboring laboratory.

- A. Persons conducting the assessment:
 1. This assessment was performed by Gene Tucker and Janice Sexson
- B. Methodology
 1. The team will review custodial injury's reports and reviewing corrective actions for effectiveness and completion
 2. The team will review past injury rates and reports for trending

Attachment A Corrective Actions

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
Supervisor will demonstrate proper lifting techniques for various custodial tasks/discuss controlling the amount of weight in a trash bag/keeping back straight	2475	closed	No documentation	Swing Shift Supervisor	Back Injury	Trash removal-dumpster	Recordable	8/21/2006
Training/use of lighter flat mop	2536	closed	No documentation	Swing Shift Supervisor	Back/shoulder	Mopping	Recordable	7/25/2006
Paint or sticker the doors in some manner to be more visible to employees walking down the corridor.	2562-1	Closed	Correct	Division Safety Coordinator	Elbow fracture	Struck elbow on door	Recordable	9/13/2006
Trash cans in difficult to reach locations/survey	2603	closed	No documentation	Swing Shift Supervisor	Back /shoulder	Trash removal-Can	First Aid	10/9/2006
Contacted building manager who removed chalkboard from location	2948-1	Closed	Correct/Note	Day Shift Supervisor	Head /Neck	Whiteboard fell on custodian	First Aid	12/4/2006
Arrange for ergonomic evaluation of custodian	5851-1	Closed	Correct	Division Safety Coordinator	Shoulder Injury	Trash removal-barrel	Recordable	4/14/2008
Add to JHA for custodian's awareness statement concerning the need for holes in trash barrels to avoid suction.	5851-2	Closed	Correct	Division Safety Coordinator				
Include in supervisor/Lead walkarounds barrel inspections for holes and conditions of barrels. Determine site wide which barrels do not have holes and place holes in all custodian barrels that currently do not have holes.	5851-3	Closed	No documentation	Day Shift Supervisor				
Develop communication responsibilities for leads to inform supervisor immediately when there are injuries.	5852-1	Closed	No documentation	Manager	Shoulder injury	Moving furniture	Recordable	8/11/2008
Corrective action 2. Develop a pre job discussion for furniture moving. Set a plan stating who will move which and how many tables. The custodians should have been advised that although customers are waiting doing the job in a safe planned manner is the most important aspect of the job.	5852-2	Closed	No documentation	Manager				
Set teams who will work together in a balanced manner-Lifting partners.	5852-3	Closed	No documentation	Manager				
Determine if castors with wheels can be added to the tables for easier moving.	5852-4	Closed	Llewellyn Correct	Manager				
Supervisor will retrain custodians on proper trash removal process,	7082-1	Closed	Insufficient Doc	Swing Shift Supervisor	Neck/Shoulder	Trash removal dumpster	Recordable	1/9/2009

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
Supervisor performs random inspections on the weight and size of trash bags placed in the dumpsters to ensure compliance. Document dates and results of inspections. Upload documentation into cats	7082-2	Closed	Insufficient Doc	Swing Shift Supervisor				
Safety Coordinator will investigate the purchase of an apron for this employee to wear when handling lab trash	7082-3	Closed	Correct	Division Safety Coordinator				
Purchase larger wheel or barrel or different style barrel to eliminate the pot hole hazard in the Donner parking lot	7082-4	Closed	Correct	Manager				
Division safety coordinator and liaison will perform a follow up inspection	7082-5	Closed	Correct	Division Safety Coordinator				
Supervisor will retrain custodians on proper trash removal process, including responsibilities to limit weight of trash carried and the use of good lifting methods, Feedback and discussion of the practicality of trash removal process. Barriers to be discussed with employees and procedures modified when necessary	7152-1	Closed	Insufficient Doc	Day Shift Supervisor	No Injury- Preventative corrective action	Associated with cats 7082	No Injury	NA
Supervisor performs random inspections on the weight and size of trash bags placed in the dumpsters to ensure employees are not overfilling the bags.	7152-2	Closed	Insufficient Doc	Day Shift Supervisor				
Meet with Researchers to get verbal agreement on changing to appropriate box for glass pipette disposal	7164-1	Closed	Correct	Division Safety Coordinator	Puncture	Picking up broken glass	First Aid	3/23/2009
Inform researchers that broken pipettes or razor blades left on lab floors will not be cleaned up by custodians	7164-2	Closed	Correct	Swing Shift Supervisor				
	7164 - 3	Closed	Correct	Day Shift Supervisor				
Develop and document on the job training for cleaning lab floors	7164-4	Closed	Insufficient Doc	Swing Shift Supervisor				
	7164- 5	Closed	Correct-Griffin	Day Shift Supervisor				
Develop and document on the job training for broken glass cleanup	7164-6	Closed	Insufficient Doc	Swing Shift Supervisor				
	7164- 7	Closed	Correct-Griffin	Day Shift Supervisor				
Tighten JHA Language for lab floor clean up and broken glass clean up	7164-8	Closed	Correct	Division Safety Coordinator				
Give on the job training to all custodians on cleaning lab floors and broken glass clean up	7164-9	Closed	Insufficient Doc	Swing Shift Supervisor				
	7164-10	Closed	Documentation attached to 7164-7	Day Shift Supervisor				
Discuss during safety meetings the work control process in the JHA and the requirement of following the work controls.	7164-11	Closed	Insufficient Doc	Swing Shift Supervisor				
	7164-12	Closed	No documentation	Day Shift Supervisor				
Supervisors will audit all dumpsters on site for possible ergonomic problems including accessibility, lid styles, and generate employee feedback at each location. Supervisor should then work with the ergonomist and Division Safety Coordinator to resolve any issues discovered.	7165-1	Closed	Correct	Swing Shift Supervisor	Strain shoulder and arm	New assignment extra scrubbing and trash removal dumpster	Recordable	3/16/2009
	7165-2	Closed	Insufficient Doc	Day Shift Supervisor				

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
Review during a safety meeting the laboratory level of expected cleanliness	7165-3	Closed	No documentation	Swing Shift Supervisor				
	7165-4	Closed	Insufficient Doc	Day Shift Supervisor				
Supervisor will assess the condition of the wheels on the custodians trash barrel.	7182-1	Closed	Correct	Day Shift Supervisor	Low Back Pain	Cumulative back injury	Recordable	2/25/2009
Safety Coordinator will arrange for an ergonomic evaluation by the lab ergonomist.	7182-2	Closed	Closed no action taken	Coordinator requested evaluation -Swing shift Supervisor cancelled evaluation				
Ensure the injured custodian continues to use improved body mechanics/behavior. Use supervisory process to ensure good ergonomic work habits.	7745-1	Closed	Insufficient Doc	Swing Shift Supervisor	Knee Strain	Trash removal-Cans	Recordable	10/12/2009
Have custodian re-attend work smart ergonomic training	7745-2	Closed	Documented	Swing Shift Supervisor				
Document and deliver to custodians on the job training containing process concerning responsibilities for reporting injuries.	7745-3	Closed	Documented	Swing Shift Supervisor				
	7745-4	Closed	No documentation	Day Shift Supervisor				
Document and deliver custodian on the job training to include information on the procedure for leaving cans that are unsafe to lift and reporting those trash can difficulties to supervisor.	7745-5	Closed	Documented	Swing Shift Supervisor				
	7745-6	Closed	Documented	Day Shift Supervisor				
Safety coordinator will develop and deliver communication training for leads that will focus on following the tread of conservations and documenting comments concerning injuries/soreness.	7745-7	Closed	Documented	Division Safety Coordinator				
Determine if the area needs to be repaved and repave if necessary	7757-1	Closed	Documented	Division Safety Coordinator	Fractured Foot	Walking to dumpster	Recordable	8/3/2009
Develop/document on the job training/safety meeting informing custodians to report work area deficiencies immediately	7757-2	Closed	Documented	Swing Shift Supervisor				
	7757-3	Closed	No documentation	Day Shift Supervisor				
Safety Coordinator to add to custodian Job Hazard Analysis statement on assessing their work areas and reporting deficiencies immediately.	7757-4	Closed	Documented	Division Safety Coordinator				
Have ergonomic evaluation performed on employee to ensure good ergonomic habits. This will be completed once the employee has returned to custodial work.	7901-1	Closed	No documentation	Day Shift Supervisor	Forearm Strain	Trash removal dumpster	Recordable	10/13/2009
Train custodians to discuss work area changes with their supervisors. Give examples during training. Broken equipment should be reported and actions should be taken by supervisor to address these situations. Custodians should be trained to not	7901-2	Closed	Documented	Day Shift Supervisor				
	7901-3	Closed	Documented	Swing Shift Supervisor				

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
use broken equipment. Emphasize timely communications								
Develop supervisor process to walk changed areas (including construction) and document subsequent work direction changes with employees/supervisors signatures	7901-4	Closed	No documentation	Day Shift Supervisor				
	7901- 5	Closed	Documented	Swing Shift Supervisor				
Work with Health Services to dispel lingering rumors concerning fears about reporting injuries	7901-6	Closed	Documented	Day Shift Supervisor				
	7901- 7	Closed	Documented	Swing Shift Supervisor				
Train employee to the requirements of reporting injuries at immediately.	7901-8	Closed	Documented	Day Shift Supervisor				
	7901- 9	Closed	Documented	Swing Shift Supervisor				
Determine if there is a better location for B 69 and 75 dumpster	7901-10	Closed	Documented-note	Day Shift Supervisor				
Have safety meeting about custodians not taking short cuts. Many custodians carry trash downstairs instead of taking longer routes with cats. Some custodians carry very heavy bags because they do not want to take extra trips	7901-11	Closed	Documented	Day Shift Supervisor				
	7901 12	Closed	Documented	Swing Shift Supervisor				
Develop and set frequency standards for supervisory audits and evaluations. Track and document walkaround reports	7901-13	Closed	Documented	Manager				
Retrain the custodians to call the work request center and personally report any unsafe work conditions.	7949-1	Closed	Documented	Swing Shift Supervisor	Ankle Foot strain	Misstep on stairs	First Aid	2/22/2010
	7949- 2	Closed	Documented	Day Shift Supervisor				
Enter work order to have light bulb replaced or light fixture fixed	7949-3	Closed	Documented-note	Sexson				
Supervisor will continue to monitor the new custodians to observe and counsel the new custodians on a weekly basis until the custodians have completely developed the physical skills necessary to be successful custodians. Supervisors will document these observations	7950-1	Closed	No documentation	Day Shift Supervisor	Back Injury	Bending and lifting-Recent job change	Recordable	2/1/2010 & 3/17/2010
	7950 2	Closed	Insufficient Doc	Swing Shift Supervisor				
Develop formal training program for all new custodians.	7950-3	Closed	No documentation	Manager				
Custodial manager should develop language and definitions for light duty, floor crew, and regular custodial duties.	7950-4	Closed	Documented	Manager				
Custodial manager should outline and develop tasks for periods of time when a large percent of custodial are absent (rest rooms and trash only etc.).	7950-5	Closed	Documented	Manager				
Continue to educate all employees to inform their leads and supervisors about any discomfort in a timely manner	7950-6	Closed	Documented	Swing Shift Supervisor				
	7950- 7	Closed	No documentation	Day Shift Supervisor				

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
CA1. The supervisor should invite health services representatives to attend a safety meeting and discuss muscle strengthening and physical fitness in relationship with knee injury prevention.	8079	Closed	Insufficient documentation	Day Shift Supervisor	Knee Injury	Walking	Recordable	5/17/2010
Investigate getting a lift gate for the use of the custodial leads for moving heaving floor scrubbers and other types of equipment. Secure funding for this improvement.	8097-1	Closed	Closed no action taken	Manager	No Injury	Requested by custodial leads	NA	NA
Audit custodial barrels to ensure that wheel base is attached to the body of the barrel	8107-1	Closed	Documented	Swing Shift Supervisor	Contusion of left thumb	Struck thumb against faucet while lifting barrel	Recordable	6/4/2010
	8107-2	Closed	No documentation	Day Shift Supervisor				
Safety meeting discussion with custodial groups concerning keeping their supervisors informed of changing worksite conditions. (This requirement is in their JHA)	8107-3	Closed	Documented	Swing Shift Supervisor				
	8107-4	Closed	Documented	Day Shift Supervisor				
Inform custodians at a safety meeting that they may request an evaluation from the Laboratory ergonomist	8116-1	Closed	Documented	Swing Shift Supervisor	Right shoulder pain	Wet vacuuming	Recordable	6/2/2010
	8116-2	Closed	Documented	Day Shift Supervisor				
Formalize on the job training for wet/dry vacuum and floor scrubber to include: Safe handling processes, hazards associated with operations of machinery, PPE required, operations training checklist with employee signature line, and equipment maintenance to maximize tool life time and safety	8116-3	Closed	Insufficient Doc	Swing Shift Supervisor				
	8116-4	Closed	No documentation	Day Shift Supervisor				
Supervisor to discuss at safety meeting the importance of rotating tasks during the work day/week	8116-5	Closed	Documented	Swing Shift Supervisor				
	8116-6	Closed	Documented	Day Shift Supervisor				
Verify all barrels have vent holes. Off site and on site.	8606-1	Closed	Documented	Swing Shift Supervisor	Left Shoulder Pain		Recordable	3/31/2011
Instruct all custodians' proper method of removing bag having resistance.	8606-2	Closed	Documented	Swing Shift Supervisor				
	8606-3	Closed	Documented	Day Shift Supervisor				
The Safety Coordinator will follow up with supervisor and Transportation on the issue of where the custodial replacement supplies are left when delivered to Building 88.	8694	Closed	Documented	Division Safety Coordinator	Knee Fatigue	Walking stairs	First Aid	6/10/2011
Facilities should share this incident within all crafts in the division during safety topics.	8783-1	Closed	Documented	Day Shift Supervisor	Laceration	Personal pocket knife while attempting to open container with hard plastic banding seal.	Recordable	3/1/2011
Replace nose treading on custodial trailer stairway	8785 duplicate of 8966 voided cats	Closed	Documented-Work order number	Other	Leg Strain	Missed step	Recordable	7/21/2011
Perform an audit to determine which custodial barrels currently in service are secured to their wheel bases. Because this was a previously closed corrective action (CATS 8107) the audit must be documented for completion.	8853-1	Closed	Documented	Day Shift Supervisor (closed by others)	Back Strain	Trash removal barrel	First Aid	9/19/2011

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
Once the audit of barrels has been completed secure all in service custodial barrels are secured to their wheel bases. Document and list all barrels in service prior to closing this corrective action. Upload documentation into cats prior to closing this corrective action.	8853-2	Closed	Documented	Day Shift Supervisor (closed by others)				
Develop a system to assure that the wheel attachment to the custodial barrel system is sustained. Document this system prior to closing this corrective action. Upload the documentation.	8853-3	Closed	Documented	Day Shift Supervisor (closed by others)				
Communicate to custodial staff that should equipment become unstable, individual should not try to intervene to stabilize the equipment. Let gravity take its course. Document via official safety meeting sign in sheet signature of all employees attending safety meeting. Discuss individually with any employees absent from the safety meetings and secure their signatures as well. Up load sign in sheet as documentation when completing this corrective action.	8853-4	Closed	No documentation	Day Shift Supervisor (closed by others)				
Discuss during safety meetings the importance of reporting injuries immediately.	8965-1	Closed	Documented	Swing Shift Supervisor	Ankle strain	Mis-step on or near utility cover	Recordable	6/13/2011
Funding has been secured for the purchase of a lift gate. Complete the process.	8967-1	Open	Open	Swing Shift Supervisor	Shoulder strain	Lifting a floor buffer into the bed of a pickup truck	First Aid	8/30/2011
Hold safety meeting discussion about the injury incident and picking up objects from the ground.	8968-1	Closed	Documented	Swing Shift Supervisor	Laceration	Picking up razor blade	First Aid	9/23/2011
Develop new staffing assignments with a new software tool. This tool will assist in changing the way the assignments are set up and the way the tasks are assigned. The assignments will be carefully scripted, and publically posted for each portion of the day and each day of the week. Employees will request assistance if they fall behind because trying to catch up or get ahead of the assigned scheduled work will not be feasible.	8969-1	Open	Open	Swing Shift Supervisor	Back Injury	Putting away supplies-general work exertion	Recordable	10/12/2011
Research the possibility of the custodial safety shoes to include slip resistant shoes along with the steel toed shoes. Research the availability of slip resistant shoes with current safety shoe vendors	8970-1	Open	Open	Swing Shift Supervisor	Twisted foot	Slip and fall-wet on bottom of shoe	First Aid	10/31/2011
Purchase a pair of sturdy slip resistant safety shoes for this employee to test as part of research project	8970-2	Open	Open	Swing Shift Supervisor				
Discuss lessons learned with the custodial dept during safety meeting.	8971-1	Closed	Open	Swing Shift Supervisor	Dermatitis	Splashed in the face with cleaning chemicals-was wearing safety glasses	First Aid	12/30 2011

Corrective Action	Cats #	Status	Documentation	Responsible Individual	Injury	Cause of Injury	Injury Type	Date of Injury
Evaluate application of floor marking to highlight the door swing zone at the confluence of the two stairway doors.	8974-1	Closed	No documentation	Other	Broken finger	Opening door as person on the other side also pushed door open	Recordable	12/14/2011
Develop and distribute a building occupant safety alert describing the potential hazards associated with the two adjacent stairway doors at this location.	8974-2	Closed	Documented	Other				
Determine with assistance from the Fire Marshal to determine if a larger upper door panel window would be acceptable under the fire/building code. If so install a door with an upper door panel window.	8974-3	Closed	Note-Note	Other				
The Facilities Zone/Operations managers will analyze the current inspection process, develop and conduct a supplemental or alternative inspection process to determine optimum walkway inspection frequencies, methods, and criteria to identify and initiate hazard mitigation.	9035	Open	Open	Other	Abrasion	Tripped on raised paver	First Aid	7 19 2011

Appendix B Corrective Action Detail Chart

Corrective Action Details				
Total Number of Corrective Actions	Corrective Action Types	CA Numbers	CA Numbers	CA Numbers
		Swing Shift	Day Shift	per Other
Training				
1	Use of flat mop	1		
1	Work Smart training for individual	1		
3	Lifting Process- and reducing weight of trash bags	2	1	
2	OJT training for cleaning lab floors and broken glass clean up	1	1	
9	OJT timely reporting of injuries	5	4	
1	Work lead communication training on reporting injuries to supervisors			1
2	Removing trash bag with resistance	1	1	
2	OJT Leaving cans difficult to reach and communicate to Supervisor	1	1	
8	Reporting work area deficiencies to Supervisor/ WPC	4	4	
Safety Meetings				
2	Task rotation	1	1	
1	Discuss chemical splashing incident with custodial dept	1		
1	Lessons learned with all crafts-pocket knife use		1	
1	Lessons learned on picking up razor from ground	1		
1	Letting the barrel fall when necessary		1	
2	May request ergonomic evaluation	1	1	
1	Invite Health Services to discuss knee injury prevention		1	
2	Work control/JHA	1	1	
2	Discussion LBNL excepted level of cleanliness	1	1	
2	Short cuts	1	1	
Repair/Fix/Remove/Purchase				
2	Rest room door/chalkboard		1	1
1	Determine if area needs to be repaved			1
1	Light Bulb			1
1	Wheel Castors			1
1	Attach barrels to wheel base		1	
2	Lift Gate	1		1
1	Replace nose treading on custodial trailer stairway		1	
1	Leather apron			1
1	Barrel with larger wheel base			1
Survey/Audit				
1	Trash cans in difficult to reach areas	1		
2	Trash barrels vent holes	1	1	
2	Dumpsters	1	1	
1	Dumpster location B 69-75		1	
3	Trash barrels attached to wheel base	1	2	
1	Determine with assistance from the Fire Marshall if a larger door panel window would be acceptable			1
1	Condition of trash barrel wheels		1	
Ergonomic Evaluation of Employee				
3	Request ergonomic evaluation of individual employee			3
Inspections				
2	Weight and size of trash bags in dumpsters	1	1	
1	Follow up inspection			1
2	Ergonomic work habits	2		
1	Barrel inspections for vent holes		1	
JHA changes				
1	Reporting work area deficiencies			1
1	Broken glass clean up and lab floor clean up			1
1	vent holes in trash barrels			1
Process Development				
1	Supervisor process to walk changed areas	1		
1	Supervisory audits and evaluations			1
1	Develop formal training program			1
2	Formalize on the job training for wet/dry vacuum and floor scrubber	1	1	
1	Outline and develop tasks for times when large percentages of custodians are absent			1
1	Determine what is light duty, floor crew and regular custodial duties			1
2	Develop OJT training for cleaning lab floors	1	1	
1	Determine Transportation delivery system at B 88			1
2	Develop OJT for cleaning up broken glass clean up	1	1	
1	Evaluate application of floor markings to highlight door swing zone			1

1	The Fac zone/operations managers will analyze the current walkway inspection process.			1
1	Develop a system to assure wheel attachment to the custodial barrel is sustained			1
1	Test slip resistant safety shoes	1		
1	Research custodial safety shoes to include slip resistant shoes	1		
1	Develop communication responsibilities for work Leads to forward employee injury information			1
1	Develop pre- job discussion for furniture moving			1
1	New staffing assignments	1		
1	Lifting teams			1
	Communicate			
1	Meet with researchers B 1			1
2	Inform researchers-broken glass on floors	1	1	
1	Distribute safety alert hazards associated with the two adjacent stairway doors			1

**Safety Inspection Database Report
Custodial Supervisor
August 2011 – July 2012**

Inspection Date ▼	Project	Obs Count	At-Risk Conditions	All Corrected ?
08/10/2012 11:10 PM	Building 54	2	0	Yes
08/10/2012 06:20 PM	Building 80	2	0	Yes
08/10/2012 06:10 PM	Building 6	2	0	Yes
08/10/2012 04:45 PM	Building 66	5	0	Yes
08/10/2012 03:40 PM	Building 2	4	0	Yes
08/10/2012 10:50 AM	Building 76	2	0	Yes
08/10/2012 12:20 AM	Building 50B	2	0	Yes
08/01/2012 04:40 PM	Building 54	3	0	Yes
07/31/2012 04:45 PM	Building 54	4	0	Yes
07/31/2012 04:30 PM	Building 54	3	0	Yes
07/31/2012 03:45 PM	Building 50A	3	0	Yes
07/31/2012 03:30 PM	Building 50	3	0	Yes
07/30/2012 05:00 PM	Building 88	1	1	Yes
07/30/2012 04:50 PM	Building 88	3	0	Yes
07/27/2012 03:00 PM	Building 84	3	0	Yes
07/23/2012 08:30 PM	Donner	1	0	Yes
07/23/2012 08:21 PM	Donner	4	0	Yes
07/23/2012 08:04 PM	Building 50B	3	0	Yes
07/23/2012 07:55 PM	Building 50A	5	0	Yes
07/23/2012 07:45 PM	Building 70A	4	0	Yes
07/23/2012 07:40 PM	Building 2	4	0	Yes
07/23/2012 07:27 PM	Building 2	4	0	Yes
07/23/2012 07:25 PM	Building 2	3	0	Yes
07/23/2012 07:15 PM	Building 80	4	0	Yes
07/23/2012 07:05 PM	Building 15	1	0	Yes
07/23/2012 07:00 PM	Building 15	6	0	Yes
07/23/2012 06:45 PM	Building 66	4	0	Yes
07/23/2012 06:40 PM	Building 66	1	0	Yes
07/23/2012 06:30 PM	Building 67	3	0	Yes
06/19/2012 04:55 PM	Building 50B	4	0	Yes
06/19/2012 04:40 PM	Building 50A	5	0	Yes
06/19/2012 04:30 PM	Building 70A	3	0	Yes
06/19/2012 04:15 PM	Building 70	3	0	Yes
06/19/2012 02:22 PM	Building 2	2	1	1 Not corrected
06/15/2012 01:30 PM	Building 76	2	0	Yes
06/08/2012 03:40 PM	Building 2	3	0	Yes
06/08/2012 01:30 PM	Building 67	3	0	Yes
06/04/2012 03:45 PM	Building 90	4	0	Yes
06/01/2012 08:45 PM	Building 6	1	1	Yes
06/01/2012 08:30 PM	Building 15	1	1	Yes
06/01/2012 08:15 PM	Building 15	1	1	Yes
05/30/2012 08:15 PM	Building 54	5	0	Yes
05/30/2012 08:00 PM	Building 50B	4	0	Yes
05/30/2012 07:45 PM	Building 90	3	0	Yes
05/30/2012 07:30 PM	Building 90	6	0	Yes
05/29/2012 08:50 PM	Building 84	5	0	Yes
05/29/2012 08:35 PM	Building 84	2	0	Yes
05/29/2012 08:20 PM	Building 84	2	0	Yes
05/25/2012 07:05 PM	Building 70	2	0	Yes
05/25/2012 05:10 PM	Building 54	4	0	Yes
05/25/2012 02:45 PM	Building 31	4	0	Yes
05/24/2012 03:00 PM	Building 54	4	0	Yes
05/16/2012 07:50 PM	Building 66	6	0	Yes
05/16/2012 07:30 PM	Building 72C	3	0	Yes
05/16/2012 07:20 PM	Building 72A	5	0	Yes

05/16/2012 07:15 PM	Building 72B	2	0	Yes
05/16/2012 07:03 PM	Building 67	5	0	Yes
05/16/2012 03:45 PM	Building 2	2	0	Yes
05/16/2012 03:10 PM	Building 90	4	0	Yes
05/14/2012 08:45 PM	Building 56	4	0	Yes
05/14/2012 08:30 PM	Building 90 Q	2	0	Yes
05/14/2012 08:00 PM	Building 90	6	0	Yes
05/11/2012 06:30 PM	Building 31	2	0	Yes
05/11/2012 03:45 PM	Building 2	2	0	Yes
05/11/2012 03:31 PM	Building 2	2	0	Yes
05/09/2012 02:40 PM	Building 54	4	0	Yes
05/09/2012 02:20 PM	Building 90 P	2	0	Yes
05/08/2012 02:25 PM	Building 65	2	0	Yes
05/07/2012 09:05 PM	Building 50F	3	0	Yes
05/07/2012 06:35 PM	Building 50F	2	0	Yes
05/07/2012 06:25 PM	Building 50E	4	0	Yes
05/07/2012 06:10 PM	Building 50A	2	0	Yes
05/07/2012 06:05 PM	Building 50	2	0	Yes
05/03/2012 08:25 PM	Building 54	3	0	Yes
05/01/2012 08:40 PM	Building 67	6	0	Yes
05/01/2012 08:00 PM	Building 67	7	0	Yes
04/30/2012 05:00 PM	Building 54	5	0	Yes
04/27/2012 08:00 PM	Building 54	6	0	Yes
04/27/2012 07:15 PM	Building 50	5	0	Yes
04/26/2012 06:45 PM	Building 64	8	0	Yes
04/24/2012 05:40 PM	Building 15	2	0	Yes
04/23/2012 05:45 PM	Building 50B	3	0	Yes
04/20/2012 07:30 PM	Donner	5	0	Yes
04/18/2012 08:00 PM	Building 15	5	0	Yes
04/18/2012 08:00 PM	Building 26	5	0	Yes
04/18/2012 07:30 PM	Building 6	5	0	Yes
04/18/2012 07:00 PM	Building 7	5	0	Yes
04/18/2012 03:40 PM	Building 50	5	0	Yes
04/18/2012 03:30 PM	Building 50A	5	0	Yes
04/17/2012 08:45 PM	Building 80	4	0	Yes
04/16/2012 08:05 PM	Building 65	4	0	Yes
04/16/2012 05:35 PM	Building 55	4	0	Yes
04/16/2012 02:45 PM	Building 85B	6	0	Yes
04/16/2012 02:30 PM	Building 83	4	0	Yes
04/10/2012 08:45 PM	Building 15	4	1	Yes
04/10/2012 08:35 PM	Building 15	3	1	Yes
04/09/2012 07:45 PM	Building 46A	6	0	Yes
04/09/2012 07:38 PM	Building 50	5	0	Yes
04/09/2012 07:35 PM	Building 50A	10	0	Yes
04/09/2012 07:00 PM	Building 50A	5	0	Yes
04/09/2012 04:15 PM	Building 88	5	0	Yes
04/09/2012 03:40 PM	Building 90	5	0	Yes
04/09/2012 03:15 PM	Building 54	2	0	Yes
04/06/2012 08:00 PM	Building 46	3	0	Yes
04/06/2012 07:49 PM	Building 80	2	0	Yes
04/06/2012 07:15 PM	Building 6	4	0	Yes
04/06/2012 07:10 PM	Building 50B	2	0	Yes
04/06/2012 07:00 PM	Building 50B	5	0	Yes
04/06/2012 03:30 PM	Building 2	5	0	Yes
04/05/2012 09:10 PM	Building 76	2	0	Yes
04/05/2012 09:00 PM	Building 75	2	0	Yes
04/05/2012 07:00 PM	Building 50B	3	0	Yes
04/05/2012 06:45 PM	Building 50A	3	0	Yes
04/05/2012 06:40 PM	Building 50A	4	0	Yes

04/02/2012 09:45 PM	Building 31	2	0	Yes
04/02/2012 08:45 PM	Donner	4	0	Yes
03/30/2012 05:30 PM	Building 31	2	0	Yes
03/29/2012 09:24 PM	Building 7	3	0	Yes
03/29/2012 09:22 PM	Building 6	3	0	Yes
03/29/2012 09:20 PM	Building 80	3	0	Yes
03/29/2012 09:10 PM	Building 80	5	0	Yes
03/29/2012 08:30 PM	Building 6	4	0	Yes
03/29/2012 08:15 PM	Building 6	4	0	Yes
03/28/2012 04:30 PM	Donner	5	0	Yes
03/28/2012 04:15 PM	Building 31	2	0	Yes
03/27/2012 04:45 PM	Building 50	3	0	Yes
03/27/2012 04:30 PM	Building 50B	4	0	Yes
03/26/2012 09:30 PM	Building 7	4	0	Yes
03/26/2012 04:45 PM	Building 4	5	0	Yes
03/26/2012 04:35 PM	Building 5	2	0	Yes
03/26/2012 04:25 PM	Building 84	2	1	Yes
03/26/2012 04:20 PM	Building 84	4	0	Yes
03/26/2012 04:15 PM	Building 83	2	0	Yes
03/23/2012 08:15 PM	Building 67	3	0	Yes
03/22/2012 08:04 PM	Building 46	3	0	Yes
03/22/2012 07:40 PM	Building 46	2	0	Yes
03/22/2012 07:30 PM	Building 46	3	0	Yes
03/20/2012 08:45 PM	Building 70A	4	0	Yes
03/20/2012 08:10 PM	Building 54	5	0	Yes
03/20/2012 04:15 PM	Building 80	1	0	Yes
03/20/2012 04:00 PM	Building 6	2	0	Yes
03/20/2012 03:45 PM	Building 2	1	0	Yes
03/20/2012 03:38 PM	Building 2	5	0	Yes
03/20/2012 03:30 PM	Building 2	2	0	Yes
03/19/2012 08:00 PM	Building 50	2	0	Yes
03/19/2012 07:45 PM	Building 50B	3	0	Yes
03/19/2012 07:30 PM	Building 50B	4	0	Yes
03/19/2012 07:00 PM	Building 50A	4	0	Yes
03/16/2012 07:45 PM	Donner	2	0	Yes
03/16/2012 07:45 PM	Donner	2	0	Yes
09/07/2011 03:30 PM	Building 67	2	0	Yes
09/06/2011 04:30 PM	Building 50A	2	0	Yes
09/06/2011 01:10 PM	Building 31	2	0	Yes
09/02/2011 07:30 PM	Building 54	2	0	Yes
09/02/2011 06:30 PM	Building 50E	1	0	Yes
09/01/2011 04:10 PM	Building 50	3	0	Yes
08/26/2011 08:45 PM	Building 67	1	0	Yes
08/26/2011 08:35 PM	Building 66	2	0	Yes
08/26/2011 08:25 PM	Building 85	1	0	Yes
08/26/2011 08:16 PM	Building 54	1	0	Yes
08/26/2011 08:15 PM	Building 54	1	0	Yes
08/25/2011 08:05 PM	Building 55	1	0	Yes
08/24/2011 08:00 PM	Building 55	1	0	Yes