

Safety Principle #5: Management Is Responsible For Establishing A Safe Work Environment and Clear Expectations For Safety Performance

May 2016

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Safety Principle #5: Management is responsible for establishing a safe work environment and clear expectations for safety performance.

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Daily Safety and Health Topics

May 2016

Safety Principle #5

**Management Is Responsible For Establishing A Safe Work Environment
And Clear Expectations For Safety Performance.**

Entergy's 12 Safety Principles

1. All injuries are preventable
2. People are the most critical element
3. All Employees are responsible for safety
4. All operating exposures can be controlled
5. Management is responsible for establishing a safe work environment and clear expectations for safety performance
6. Safety is good business
7. Management must audit performance
8. Our work is never so urgent or important that we cannot take time to do it safely
9. Deficiencies must be corrected promptly
10. Employees must be trained to safely perform all assigned tasks and accountable for applying these skills on the job
11. Safety is a condition of employment
12. Off the job safety is an important part of overall safety efforts



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May 1, 2016

Safety Focus

SAFETY PRINCIPLE #5

Management has several responsibilities when it comes to safety. Two of them are outlined in Safety Principle #5:

1. Management is responsible for establishing a safe work environment; and
2. Management is responsible for establishing clear expectations for safety performance.

These two go together. First: Management must create a safe workplace. Period. And second, Management must set clear expectations for safety performance. Without the second requirement, the safe workplace established in #1 will eventually deteriorate into an unsafe workplace. We've all got to fight to maintain our safe work environment, so that we get to go home safely, every day.

Health Tip of the Day

EXERCISE AND MENTAL ABILITY

Regular exercise can be good for your mind as well as your body. Being physically active may help enhance your mood, support stress management and reduce feelings of depression. Studies even suggest that more active lifestyles may be linked to other mental abilities such as shifting between tasks and planning activities. So, exercise for your heart AND your brain. Source: National Institutes of Health

Human Performance Focus – Multiple Task

Multiple Task is defined as too many things going on at the same time.

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May 2, 2016

Safety Focus

ARE YOU SAFE?

Is it easy to become complacent and think that 'it will never happen to me'? Consider this quote:

"When any one asks me how I can best describe my experiences of nearly forty years at sea I merely say 'uneventful.' Of course, there have been winter gales and storms and fog and the like, but in all my experience I have never been in an accident of any sort worth speaking about. I have seen but one vessel in distress in all my years at sea, a brig, the crew of which was taken off in a small boat in charge of my third officer. I never saw a wreck and have never been wrecked, nor was I ever in any predicament that threatened to end in disaster of any sort. I will say that I cannot imagine any condition which could cause a ship to founder. I cannot conceive of any vital disaster happening to this vessel. Modern shipbuilding has gone beyond that." - Captain EJ Smith (Captain of the RMS Titanic)

Health Tip of the Day

FOOD SAFETY FOR EGGS

Eggs are an inexpensive source of high-quality protein and other nutrients, but it's important to handle them properly to avoid food poisoning. When buying eggs, check the shells to make sure they are clean and not cracked. Refrigerate them promptly in their original carton. Eggs should not be left out at room temperature for more than two hours. Cook them until the white and yolk are both firm and not runny. For dishes that use raw or undercooked eggs, (such as Caesar salad dressing), use pasteurized eggs that have been treated to destroy harmful bacteria. Source: Food and Drug Administration

D&I Focus

Learn and understand the diversity goals and vision of your organization and its connection to the overall business objectives. Commit to the process by understanding how diversity impacts your role, and how your role impacts the success of the diversity initiative.

Human Performance Focus – Multiple Task

What you call multitasking is really task-switching, said Guy Winch, author of *Emotional First Aid*

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May 3, 2016

Safety Focus

SAFETY LEADERSHIP

Safety management systems are not a new concept. However, there have been recent developments to make them more effective and comprehensive. Despite these supposed innovations, a safety management system won't keep people safe.

Consider this: "Paper doesn't save people (i.e. safe work permits); people save people." - Dan Peterson

Here's the point: We can have the best procedures in the world, but if people aren't trained to use them, free to question them and confronted when they don't use them, we're bound to fail at using them, which will eventually get someone hurt. How do we prevent that? Know your procedures, use them religiously, and be your brother's and sister's keeper.

Health Tip of the Day

PROPER PORTION SIZE IS IN YOUR HANDS

Eating smaller portions of food is one of the easiest ways to cut back on calories. When you're not sure about serving size, use your hand as a guide. A healthy portion of meat, poultry or fish (3 to 4 ounces) is about the size of an open palm. One serving (one cup) of most ready-to-eat cereal is about the size of a fist. One serving (one half-cup) of cooked rice or pasta is about a handful. A serving (one tablespoon) of peanut butter is about the size of a thumb. Source: HealthFitness Dietitian

D&I Focus

Treat everyone with respect regardless of their age, race, culture, gender, sexual preference, physical ability, appearance, education or religious background and without setting them up for failure or ridicule.

Human Performance Focus – Multiple Task

Forget seeing the forest for the trees or the glass half full—people who are busy doing two things at once don't even see obvious things right in front of them, according to [a 2009 study](#) from Western Washington University

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May 4, 2016

Safety Focus

SAFETY LEADERSHIP

“I’ll never forget my first time serving on the refuel crew at a nuclear power plant in the 90’s. The refueling outage work was progressing right on schedule. I was supervising a crew of three contractors as we were tasked with repositioning a ‘portable’ but very heavy remote control underwater camera. It was a different and exciting task, and I felt responsible for work that I thought was very important to the progress of the refueling. I felt time pressure, but in retrospect, it was all me; my management had stressed safety, not time. But in my haste, I was pushing the crew to speed up. I continued my push, constantly ‘hurrying-up’ everyone. That is, until one of them was hurrying down some scaffold stairs, slipped, and twisted an ankle severely. He was taken offsite by ambulance. The only reason he fell? I was putting unnecessary time pressure on him. I was the supervisor. I had established an unsafe pace.”

Management is responsible for establishing a safe work environment.

Health Tip of the Day

MAKE A HABIT OF STRETCHING

Stretching isn’t only for professional athletes and people who exercise; it benefits you at work as well. No matter what your job, you can get tight and sore when staying in one position for an extended time or if you are in an awkward position. Stopping to stretch will help increase blood flow to your muscles, preparing them for your next task. Source: HealthFitness

D&I Focus

Participate in employee engagement surveys and respond as openly and honestly as possible. Finding an internal champion with whom you can comfortably express concerns and/or elicit advice can be instrumental in supporting your efforts.

Human Performance Focus – Multiple Task

Contrary to popular belief, multitasking doesn't save time. In fact, it will probably take you longer to finish two projects when you're jumping back and forth than it would to finish each one separately.

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May 5, 2016

Safety Focus

CLEAR EXPECTATIONS!

Management must establish clear expectations for safety performance. Clear expectations are a wonderful thing. Working for someone who sets clear expectations is a breath of fresh air, if you've ever worked for a weak leader who didn't set clear expectations. When a weak leader is finally forced to confront a problem, the result is usually unfair and arbitrary to the unlucky individual deemed the 'perpetrator.' Conversely, working for a leader who sets clear expectations for safety performance gives us clear boundaries. Boundaries create comfort. I know exactly what is expected of me, and I know exactly what I shall and shall not do. There is also a trust established, that if a gray area is discovered, I have the confidence to bring it up and ask for guidance. This makes for a great workplace.

Health Tip of the Day

HAND HYGIENE DAY

May 5th is World Hand Hygiene Day. Take the time to help prevent the spread of germs that lead to colds, the flu and foodborne illness by washing your hands for at least 20 seconds, focusing on all areas of your hand, including underneath your fingernails for best results. Source: World Health Organization

Human Performance Focus – Multiple Task

Multitasking means doing more at a lesser quality of work

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May 6, 2016

Safety Focus

BLIND COMPLIANCE

“He was a Safety-Nazi.” (Quote from a manager who decided against inviting a particular safety professional onsite, ever again.) Good safety management does not mean ultra-rigid or blind compliance. Good safety management in an open and trusting organization means that people have clear and reasonable expectations, and reason is applied to the inevitable situation that will fall outside of clear guidelines. This usually means consulting with other experienced personnel, management, and/or safety professionals. With well-written and mature safety processes and procedures, this should happen infrequently.

Health Tip of the Day

DIABETES AND FOOT PROTECTION

If you have diabetes, it is important to check your feet every day. Look for red spots, breaks, cuts, swelling and blisters. Tell your health care provider if you see any changes in your feet, even if they just feel a little different. People with diabetes sometimes lose sensitivity in their feet. Good foot care also means washing your feet every day and wearing comfortable shoes that fit well and protect your feet. Check your shoes before putting them on to make sure the lining is smooth and free of objects that could cause injury. Source: American Diabetes Association

D&I Focus

Practice a zero tolerance policy for any behavior that belittles people.

Human Performance Focus – Multiple Task

***Multitasking* Tips:** Do One Thing at a Time – Contrary to the multitasker’s creed, you’ll actually get more tasks done by doing them individually. As well, you’ll do it quicker and with fewer mistakes and less rework

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May 7, 2016

Safety Focus

SAFETY CHARACTER

“Everyone must be a leader eventually. If two individuals start digging a ditch, one of them will lead.” -Anonymous

“Character in leadership is the most important balance for leadership. Without character, leaders have no safety. Leadership has no protection without character.” - Myles Munroe

Health Tip of the Day

TRICK YOURSELF INTO WALKING FASTER

Walking briskly, instead of leisurely, is a great way to achieve and maintain your fitness level. Trick yourself into doing this simply by swinging your arms faster. What your arms do, your feet will soon follow. Remember to keep your elbows close to your body and bent at 90 degrees. Try this next time you are walking and notice how faster arm pumping quickens your pace! Source: HealthFitness

Human Performance Focus – Multiple Task

***Multitasking* Tips: Be Present** – Be present with your work and with those you are working with. Stay on your current to-do and don't let your focus float to other tasks. This means not checking email while you are meeting with someone. And it means **not working during that meeting** on your laptop.

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May 8, 2016

Safety Focus

SAFETY IS CEREBRAL

“Safety is something that happens between your ears, not something you hold in your hands.” -Jeff Cooper

“Safety is like the game of backgammon. You can learn ‘to play’ in just a few minutes. But you cannot master it in a lifetime.” -Anonymous.

Health Tip of the Day

NEW NUTRITION FACTS LABEL

The U.S. Food and Drug Administration has proposed several changes to the Nutrition Facts label on packaged foods. The new label will reflect the latest science about the link between nutrition and chronic diseases, such as obesity and heart disease. The FDA also says to expect the serving sizes on the new label to better align with how much people currently eat, and a fresh new design that highlights important areas like calories and added sugars. Source: Food and Drug Administration

Human Performance Focus – Multiple Task

Multitasking Tips: Don't Let Small Tasks Interrupt Big Ones – Resist letting small items interrupt big ones. Don't pick up that 2-minute task just because it's easy. Don't answer that email just because you saw it drop into your inbox.

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May 9, 2016

Safety Focus

YOUR HANDS

“When was the last time you thought about your hands? Unless you’re experiencing pain or weakness in one of your hands, you probably don’t give much thought to how they work. Yet we rely on our hands to do an amazing variety of things, from operating complex machinery or hand tools at work, to typing the words in this paragraph, to shaking hands with a good friend, to holding the hand of a child on the playground. The human hand may not look all that complicated from the outside, but it’s a remarkably complex machine on the inside. The thumb alone is controlled by nine different muscles. There are nearly two dozen bones in each one of your hands, supported by scores of ligaments, tendons and blood vessels. To accomplish the everyday daily tasks we often take for granted, all of those parts have to be healthy and well-protected.” - Greg Grillo

Health Tip of the Day

THREE-STEP FINGER & WRIST STRETCH

This stretch will help loosen stiff fingers, hands and wrists and if completed daily for a few months, hands will become more flexible. **Step 1:** Starting with the right hand gently extend the fingers back one by one. **Step 2:** Then take them all back at the same time. This helps to stretch open your palm. Repeat several times. **Step 3:** Take your thumb back toward your wrist. Then bring it forwards, stretching gently and firmly. Never force it. Finish by making a fist and slowly opening it, stretching your fingers and thumb out as far as you can. Source: Stretchnow.com

D&I Focus

Mind your manners. This may seem obvious, but be sure to introduce yourself and say “hello,” “goodbye,” “how are you” and “please” and “thank you” to new hires. Unfortunately, workplaces exist in which these words never factor into conversations and veteran employees neglect to introduce themselves to newcomers. A worker who is new, especially one from a different cultural background, may feel slighted if you fail to greet him or her or ask his/her name. Such omissions may lead minority employees to think that you don’t consider them important enough to engage in conversation. Leaving out a “thank you” for a favor may lead them to think that you expect them to serve you.

Human Performance Focus – Multiple Task

Multitasking Tips: Put Down the Tech – Technology has allowed us to work anywhere. That doesn’t mean you should. Close your email, turn off the phone, and put down the unneeded tech while you are working.

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May 10, 2016

Safety Focus

LEADERSHIP

“You may have seen the video of the captain (of the sinking South Korean Ferry) leaving the vessel while hundreds were told to stay in place. While maddening, this clip can help us think about an important safety principle here: ‘Management is responsible for establishing a safe work environment and clear expectations for safety performance.’ Supervisors at Entergy thankfully will most likely never have to lay down their lives in the line of duty. However, they must strive to clear hazards both physical and procedural, personal and policy. Workers have to work safe and use PPE, but that is the last line of defense. Management must work to make sure those last lines are not tested. Is your team’s training appropriate? Do you have the right tools in place? Are the procedures up-to-date and reviewed? Did you inspect what you expect? Remember, whatever you accept becomes the new standard. Let a little thing slide and it could become a big and tragic thing. Management sets a safe work environment. Workers commit to follow the procedures put in place to protect everyone. If either see something not right, they stop and raise awareness. It’s a team effort and a most worthy one.” - Greg Grillo

Health Tip of the Day

SIMPLE WAYS TO IMPROVE YOUR HEALTH

Being healthy takes commitment but it doesn't have to take a lot of time. A few ways to protect your health and safety in less than five minutes include taking the stairs, washing your hands, reading food labels, testing your smoke alarm and using your seat belt. There are many things that are so simple and take so little time, it's hard to come up with an excuse for not doing them. Make a list of a few simple health and safety steps you can start doing today. Source: Centers for Disease Control and Prevention

D&I Focus

Actively engage in the diversity effort. You can take part in or start an Employee Resource Group, or volunteer to chair or serve on committees that organize diversity-related events and activities. Consider becoming a mentor or part of a co-mentoring relationship. These activities require a commitment of time, but represent a valuable opportunity for personal and professional development.

Human Performance Focus – Multiple Task

Multitasking Tips: Make An Appointment With Your Work – I am a big advocate of **scheduling appointments with your toughest tasks**. Designate time to work on one task or project. Go to a meeting room or work location if it helps concentrate on the task at hand.

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May 11, 2016

Safety Focus

MANAGE SAFETY OFF-THE-JOB

The National Safety Council reports that in 1992, there were fewer than 10,000 deaths resulting from slips, trips, and falls in the United States. (On and off the job That number has steadily increased to approximately 28,000 in 2012. The reason for the increase can be seen in the increase of the age of the victims. The largest number of fatalities is in the 65+ category. (Our aging Baby Boomer Population.)

Action: Manage the safety of your elderly friends and family members: Tell them about this alarming statistic, and then make any necessary changes to their households that are prudent. For example – make sure they never have to climb to reach any of their household effects. Also, change out all of their lightbulbs for them: If they haven't already made the switch, swap over to CFL or LED bulbs. You will be climbing the ladder for them, and they will have to change them far less often.

Health Tip of the Day

AN OVERLOOKED ASPECT OF FALL PREVENTION IN OLDER ADULTS

Be mindful of your medications. Some blood pressure pills, heart medicine, water pills, muscle relaxers, sleeping pills, and other medicines can make you dizzy or drowsy. And that can contribute to or cause a fall. Talk to your doctor or pharmacist about *all* the medications and supplements you take, and how to manage them. Taken together, some can lead to sleepiness and other things they wouldn't cause on their own. Source: WebMD

D&I Focus

Become culturally competent. Take the time to learn about different cultures, races, religions and backgrounds represented by your colleagues. Ask your coworkers to share some of the customs and practices associated with their cultures. Become familiar with diversity-related terms and, if you err, apologize and ask for help.

Human Performance Focus – Multiple Task

Concentrate on your work one important task at a time.

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May 12, 2016

Safety Focus

OPEN AND TRUSTING

“We have an open and trusting environment,” said Scott. “We have genuine care and passion about our employees, and they know this. They’re not afraid to ask questions. They don’t feel threatened or humiliated. We give them a culture of feeling safe, so they’re more likely to be safe.” - John Scott, senior manager, transmission grid, when asked to comment on the success of his workgroup that has gone greater than 10 years without a recordable injury.

Health Tip of the Day

INDOOR AIR QUALITY

Did you know that the air inside your home could be more polluted than the air outside? There are many things you can do to keep pollution out. Do not let anyone smoke inside your home. Have your home tested for radon, a colorless gas that causes lung cancer and can be present in any home. Fix leaks and drips that may promote mold growth, and keep humidity levels under 50 percent. Look for less toxic cleaning and household chemicals and use them safely, according to their label instructions. Source: American Lung Association

D&I Focus

Discourage cliques or other exclusive groups.

Human Performance Focus – Multiple Task

Multitasking divides your attention and leads to sloppy mistakes.

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May 13, 2016

Safety Focus

FRIDAY THE 13TH

Broken mirror: Years ago, people believed that your reflection in the mirror was actually your soul staring right back at you, and that by breaking the mirror it would stray from your being. Since we now believe your soul doesn't actually reside above the credenza or on the back of your closet door, breaking it could still be very hazardous. Wear gloves when picking up the larger pieces and discard the shards in a paper bag. If you're working on a hard floor, use a piece of soft white bread to help pick up the tiny slivers that a broom might have missed. Use a lint roller if you're picking the pieces out of carpet.

Health Tip of the Day

WHAT ARE CHIA SEEDS?

Chia seeds have recently gained attention for being a nutritional powerhouse. They are an excellent source of fiber and omega-3 fatty acids and contain calcium, magnesium and zinc. Research suggests that including chia seeds as part of a one's diet may help lower cholesterol, triglycerides and blood pressure. Try sprinkling ground or whole chia seeds on cereal, rice or yogurt, or mix them with vegetables. Source: Academy of Nutrition and Dietetics

D&I Focus

Break the ice. Start a conversation with someone new.

Human Performance Focus – Multiple Task

Experts estimate that switching between tasks can cause a 40 percent loss in productivity. It can also cause you to introduce errors into whatever you're working on, especially if one or more of your activities involves a lot of critical thinking.

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May 14, 2016

Safety Focus

THE SAFETY SILVER BULLET

“You can’t just buy some magic bullet that will fix all of your problems. It doesn’t exist. Silver bullets are based on myths and folklore. It’s all about the culture... (which) is what folks do when you’re not looking. To understand the culture, you need to talk to employees.” - Ben Scriven (from safety award winning Westar Energy)

Health Tip of the Day

HEALTHY DESSERT IDEA

Looking for an easy and healthy dessert option? Consider cooked cranberries as a topping for angel food cake, low-fat yogurt, or reduced-fat ice cream. Mix one bag of fresh cranberries with a half cup of concentrated apple juice and two ounces of water. Simmer on the stovetop for about five minutes. Allow the mixture to cool and then refrigerate. One cup of cranberries contains just 50 calories and no fat. It also makes a colorful and tasty dessert topping! Source: HealthFitness dietitian

Human Performance Focus – Multiple Task

Multi-tasking is more complicated, and thus more prone to stress and errors.

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May 15, 2016

Safety Focus

CARELESS HABITS

“Your body is a big part of your capital: don't invest it in the "Bank of Careless Habits." - State Safety News, September 1916, published by the University of Arizona, Bureau of Mines

Health Tip of the Day

MAY IS NATIONAL PHYSICAL FITNESS AND SPORTS MONTH

Only one in three children are physically active every day and less than 5% of adults participate in 30 minutes of physical activity each day. Taking the time to be active with your family will help you and your loved ones reduce their health risks from obesity, diabetes, high blood pressure and heart disease. An easy way to get those 30 minutes is to include an active play time with your family. They'll thank you for it! Source: President's Council on Fitness, Sports and Nutrition

Human Performance Focus – Multiple Task

Multitasking is more complicated, and thus more prone to stress and errors.

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May 16, 2016

Safety Focus

COURAGE

Tom Wilson, giving a speech after his recovery from burns received in a plane crash in Alberta, Canada: "The pilot of that small plane recognized the hazards of flying conditions that day, but chose to fly anyway." As he was recovering from the crash in the burn ward, Wilson had a lot of time to contemplate why he didn't speak up. "I learned the difference between bravery and courage. Bravery is putting yourself physically at risk. We celebrate bravery. Courage is what we do internally when we recognize something is wrong. We may not take a physical risk, but we still take a risk." Wilson said he didn't speak up because, ironically, he didn't want to be perceived as cowardly. "It would have been courageous for me to speak up; I believe every one of us was looking for someone to be courageous." Because none in the group, though they might be quick to be brave, understood the importance of courage, "ultimately it cost seven people their lives." Cause of crash: Foul Weather. Why fly a small plane in foul weather? High risk tolerance. Do you have High Risk Tolerance?

Health Tip of the Day

RISKS OF SECONDHAND SMOKE

Secondhand smoke contains over 7,000 different chemicals. Hundreds of those chemicals are toxic and about 70 of them are known to cause cancer. Secondhand smoke can cause a variety of health problems, including heart disease and lung cancer. Children who are exposed to secondhand smoke tend to get sick more often. No amount of exposure to secondhand smoke is safe. Source: Centers for Disease Control and Prevention

D&I Focus

Include all workers in decisions. Think about whose input counts most in your workplace. Are employees from diverse backgrounds included? Listening to opinions from a diverse group of people can change the way business is done for the better. A person from a different background may offer a perspective on an issue that no one else has given. This can increase the amount of innovation and creativity in a work setting.

Human Performance Focus – Multiple Task

Multitasking can be crazy, and in this already chaotic world, we need to rein in the terror and find a little oasis of sanity and calm

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May 17, 2016

Safety Focus

SAFETY QUOTES

Precaution is better than cure. - Edward Coke

As soon as you see a mistake and don't fix it, it becomes your mistake.- Author unknown

For safety is not a gadget but a state of mind. - Eleanor Everet

Health Tip of the Day

MAKING FITNESS FUN

Is increasing your fitness level on your priority list? If so, choose activities that you find fun and look forward to. Invite a friend or family member to join you for a daily walk. Take a new fitness class. Join an intramural sports team. Consider training for a 5K walk or run. The possibilities are endless! Whatever you decide to do, talk with your doctor before you get started (especially if you have any chronic health conditions, joint problems, or are currently pregnant), and start slowly to prevent injuries. Source: HealthFitness

D&I Focus

Welcome ideas that are different from your own, and support fellow teammates. The creativity that comes with diversity can help you generate new ideas or improve a process already in place. It can also make work more interesting, engaging, and fun.

Human Performance Focus – Multiple Task

A 2010 French study found that the human brain can handle two complicated tasks without too much trouble, because it has two lobes that can divide responsibility equally between the two. Add a third task, however, and it can overwhelm the frontal cortex and increase the number of mistakes you make.

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May 18, 2016

Safety Focus

OSH ACT

Occupational Safety & Health Act (OSH Act 1970): General Duty Clause:

EMPLOYER: Shall furnish to each of its employees a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to its employees; Shall comply with occupational safety and health standards promulgated under this Act.

EMPLOYEE: Each employee shall comply with occupational safety and health standards and all rules, regulations and orders issued pursuant to this Act, which are applicable to their own actions and conduct.

Health Tip of the Day

THIRTY-SECOND BACK / SIDE STRETCH:

Interlace your fingers and lift your arms over your head, keeping the elbows straight. Press arms as far back as you can without arching your back. To stretch your sides, slowly lean to the left and then to the right. In a similar way, you can also bring your arms in front of your body, or behind to stretch the shoulder blades and chest. Source: Canadian Centre for Occupational Health & Safety

D&I Focus

Create a workplace that is a forum for people to share opinions without attacks, retribution or denigration.

Human Performance Focus – Multiple Task

When University of California Irvine researchers measured the heart rates of employees with and without constant access to office email, they found that those who received a steady stream of messages stayed in a perpetual "high alert" mode with higher heart rates. Those without constant email access did less multitasking and were less stressed because of it.

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May 19, 2016

Safety Focus

SAFETY AND HEALTH MANAGEMENT

“If your team wants to reduce accidents, injuries, illnesses, and their related costs, everyone must place as much emphasis on safety and health issues as they place on other core management issues, such as production, sales, and quality control. To be most effective, safety and health must be balanced with, and incorporated into, the other core business processes... "Safety First" may sound good, but in reality, safety should not be considered separately. Rather, it must become a basic value of your company. Change "Safety First" to "Safe production is our only standard." This emphasizes the idea that it's fine to produce as hard and as fast as possible, as long as it can be done safely.” OSHA on Safety and Health Management

Health Tip of the Day

FOUR STEPS TO FOOD SAFETY – Source: CDC

CLEAN

- Wash your hands and surfaces often. Germs can survive in many places around your kitchen, including your hands, utensils, and cutting boards.
- Rinse fresh fruits and vegetables under running water and always follow these four simple steps for food safety.

SEPARATE

- Raw meat, poultry, seafood, and eggs can spread germs to ready-to-eat foods—unless you keep them separate. It's important to keep them separate, even after you've cleaned your hands and surfaces thoroughly.

COOK

- Cook to the right temperature. While many people think they can tell when food is "done" simply by checking its color and texture, there's no way to be sure it's safe without following a few important but simple steps. Use a food thermometer to ensure that foods are cooked to a safe internal temperature: 145°F for whole meats (allowing the meat to rest for 3 minutes before carving or consuming), 160°F for ground meats, and 165°F for all poultry.

CHILL

- Keep your refrigerator below 40°F and refrigerate foods properly. Germs can grow in many foods within 2 hours unless you refrigerate them. (During the summer heat, cut that time down to 1 hour.)

D&I Focus

Demonstrate mutual respect. Inclusion means being respectful regardless of position or title.

Human Performance Focus – Multiple Task

It's not only the physical act of multitasking that causes stress; it's the consequences, as well, says Winch. "If you do poorly on an exam because you studied while watching a baseball game on TV, that can certainly trigger a lot of stress—even self-esteem issues and depression."

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May 20, 2016

Safety Focus

MANAGEMENT LEADERSHIP

“Effective protection from occupational hazards takes leadership and commitment from top management. Management leadership provides the motivating force and the resources for organizing and controlling activities within an organization. In an effective program, management regards worker safety and health as a fundamental value of the organization. Ideally, this means that concern for every aspect of the safety and health of all workers throughout the facility is demonstrated.” - OSHA on Management Leadership (from the DOL, OSHA website)

Health Tip of the Day

WOMEN AND HEART DISEASE

Heart disease is commonly thought of as a "man's disease," but did you know it's the leading cause of death for American women? One in four women in the United States dies of heart disease. Eighty percent of women ages 40 to 60 have one or more risk factors for heart disease. Research shows that even one risk factor can double your chance of developing heart disease. Start taking action today to protect your heart. By eating right, being physically active, not smoking, and maintaining a healthy weight, you can make a difference and reduce your risk of heart disease. Source: National Heart Lung and Blood Institute

D&I Focus

If the joke you want to tell at work includes a rabbi, a priest or a black guy, forget it. Many jokes about race, religion and culture involve stereotypes. Accordingly, the workplace isn't the best place to share them, lest you offend a coworker. Who knows? One day a colleague could make your racial group the butt of a joke. Would you find that funny? Even racial banter between colleagues from the same background can be off putting to others. Some people disapprove of racial humor, no matter the source of it. So, consider telling race-based jokes to be inappropriate behavior.

Human Performance Focus – Multiple Task

75 percent of college students who walked across a campus square while talking on their cellphones did not notice a clown riding a unicycle nearby. The researchers call this "inattentive blindness," saying that even though the cell-phone talkers were technically looking at their surroundings, none of it was actually registering in their brains.

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May 21, 2016

Safety Focus

HUMANITY

“Safety is a common denominator across all aspects of life; hence knowledge should always be shared. It is not a matter for industry it is a matter for humanity.” - Doug Bourne

Health Tip of the Day

STROKE WARNING SIGNS

Think & Act F.A.S.T.:

Face Drooping Does one side of the face droop or is it numb? Ask the person to smile.

Arm Weakness Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

Speech Difficulty Is speech slurred, are they unable to speak, or are they hard to understand? Ask the person to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?

Time to call 9-1-1 If the person shows any of these symptoms, even if the symptoms go away, call 9-1-1 and get them to the hospital immediately.

Source: American Heart Association

Human Performance Focus – Multiple Task

It makes sense that if you try to do two things at once—read a book and watch television, for example—that you're going to miss important details of one or both. But even interrupting one task to suddenly focus on another can be enough to disrupt short term memory, according to a 2011 study.

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May 22, 2016

Safety Focus

SAFETY AND SECURITY

At the end of the day, the goals are simple: safety and security. - Jodi Rell

Health Tip of the Day

WHAT DO THE BLOOD PRESSURE NUMBERS MEAN?

Blood pressure is typically recorded as two numbers:

- **Systolic**
The top number, which is also the higher of the two numbers, measures the pressure in the arteries when the heart beats (when the heart muscle contracts).
- **Diastolic**
The bottom number, which is also the lower of the two numbers, measures the pressure in the arteries between heartbeats (when the heart muscle is resting between beats and refilling with blood).

The ideal blood pressure is less than 120/80. Consistently higher readings may indicate a health issue and should be addressed by your doctor.

Source: American Heart Association

Human Performance Focus – Multiple Task

When University of California San Francisco researchers asked participants to study one scene, but then abruptly switched to a different image, people ages 60 to 80 had a harder time than those in their 20s and 30s disengaging from the second picture and remembering details about the first. As the brain ages, researchers say, it has a harder time getting back on track after even a brief detour.

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May 23, 2016

Safety Focus

MANAGEMENT LEADERSHIP

“Management demonstrates leadership by providing the resources, motivation, priorities, and accountability for ensuring the safety and health of its workforce. This leadership involves setting up systems to ensure continuous improvement and maintaining a health and safety focus while attending to production concerns. Enlightened managers understand the value in creating and fostering a strong safety culture within their organization. Safety should become elevated so that it is a value of the organization as opposed to something that must be done or accomplished. Integrating safety and health concerns into the everyday management of the organization, just like production, quality control, and marketing allows for a proactive approach to accident prevention and demonstrates the importance of working safety into the entire organization.” - OSHA on Management Leadership (from the DOL, OSHA website)

Health Tip of the Day

NATIONAL HEALTHY AND SAFE SWIMMING WEEK

In 2008, almost 4,600 persons visited an emergency department for pool chemical-associated injuries. The most common injury diagnoses were poisoning, which includes ingestion of pool chemicals as well as inhalation of vapor, fumes, or gases and dermatitis/conjunctivitis. More than half of the injuries occurred at a residence. Follow the manufacturer’s directions when handling pool chemicals. Source: CDC

D&I Focus

Understand the diversity elements you personally bring to the organization. Diversity comes not only in the form of culture, race, and gender but also includes elements such as socio-economic background, education level, geographic location, sexual orientation, thought, and many others. Each of us brings to the table a lifetime of experiences and knowledge. Each of us is different and adds value to the organization because of these differences.

Human Performance Focus – Multiple Task

Yes, you. You may think you're a master multitasker, but, according to a 2013 University of Utah study, that probably means you're actually among the worst.

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May 24, 2016

Safety Focus

SAFETY CULTURE

“In a strong safety culture, everyone feels responsible for safety and pursues it on a daily basis; employees go beyond "the call of duty" to identify unsafe conditions and behaviors, and intervene to correct them. For instance, in a strong safety culture any worker would feel comfortable walking up to the plant manager or CEO and reminding him or her to wear safety glasses. This type of behavior would not be viewed as forward or over-zealous but would be valued by the organization and rewarded. Likewise coworkers routinely look out for one another and point out unsafe behaviors to each other.” - OSHA on Creating a Safety Culture (from the DOL, OSHA website)

Health Tip of the Day

FIGS ARE FANTASTIC

Are you looking for a sweet, low-fat and high-fiber snack? Try dried figs. Four figs contain about 110 calories, 5 grams of fiber and 1 gram of protein. They are also a good source of calcium and potassium. Look for them in the produce section of your grocery or health food store. Keep dried figs at room temperature or in the refrigerator. Try adding fresh or dried figs to oatmeal or any whole-grain breakfast cereal. Source: HealthFitness Dietitian

D&I Focus

Make the effort! If a coworker or employee has a name that's difficult to pronounce, strive to say the person's name correctly. If you're unsure how to pronounce it, ask the employee to say it for you and listen carefully. Even if you still don't get it quite right, the employee will appreciate the effort rather than you totally butchering his/her name. On the other hand, employees won't appreciate you forcing a nickname on them or refusing to utter their name at all. That's alienating.

Human Performance Focus – Multiple Task

Multitasking requires a lot of what's known as "working memory," or temporary brain storage, in layman's terms. And when working memory's all used up, it can take away from our ability to think creatively, according to research from the University of Illinois at Chicago.

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May 25, 2016

Safety Focus

CORE VALUES

“For Entergy to be a winner, safety must be a core value. It is essential that working safely be our most important objective. Our goal is to provide reliable quality service in a manner that preserves the safety of our employees, the general public, and the environment. Each employee has a responsibility in ensuring that this goal is met.” - Entergy Utility Group Safety Philosophy

Health Tip of the Day

STRETCH YOUR SPINE (HANDS ON YOUR KNEES STRETCH)

Stretching your spine will loosen your core, making other stretches easier.

- Start by putting your hands on your knees.
- Push your shoulders away from your hips while keeping your back as straight as possible.
- Hold this position for 7-10 seconds.

Source: Entergy Ergonomics; Dr. Bunch

D&I Focus

Commit to continuous improvement. Be willing to learn, accept feedback, and listen to the concerns of those around you. Even the most enlightened individual can find opportunities for growth.

Human Performance Focus – Multiple Task

No, not the state! Psychiatrists and productivity experts often recommend OHIO: Only Handle It Once. "This is a rule of thumb for many people with ADHD, but it can also be practiced by anyone who wants to be more organized," says Winch. "It basically means if you take something on, don't stop until you've finished it."

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May 26, 2016

Safety Focus

SAFETY COMMITMENT

“Entergy commits to its employees that it will provide and maintain safe and healthful working conditions, and that it will develop and enforce operating practices that safeguard our employees, the public, the environment, and the quality and reliability of our service. Entergy expects each employee to understand that safe work practice is a mandatory condition of employment. No job shall be considered effectively completed unless all workers have followed every precaution, procedure and rule to protect themselves and their fellow workers.” – Entergy Utility Group Safety Philosophy

Health Tip of the Day

GETTING ENOUGH B VITAMINS

B vitamins, such as niacin, riboflavin and thiamin, play an important role in exercise. They contribute to the production of energy that is necessary to make your muscles work. If your diet is rich in whole grains, fruits, vegetables, beans, and low-fat dairy, you are probably getting enough B vitamins. One exception might be B12, which is naturally found in foods that come from animals. Plant foods have no vitamin B12 unless they are fortified. Vegans or strict vegetarians may need to consider adding a B12 supplement. Talk with your doctor before taking any vitamin supplements. Source: National Institutes of Health

D&I Focus

Communicate and educate. Diversity work is a journey, not a destination. It takes time, patience, and perseverance. Be tolerant of coworkers who do not yet appreciate the value of diversity or who may not always behave respectfully. Often, negative behavior comes from ignorance rather than malice. A willingness to educate can go a long way.

Human Performance Focus – Multiple Task

The problem with multitasking, though, is that it makes Only Handling It Once a near impossibility—instead, you're handling it five or six times, says Winch. "If you're going to stick to this principle, you need to be disciplined and plan out your day so that when a distraction arises or a brilliant idea occurs to you, you know that there will be time for it later.

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May 27, 2016

Safety Focus

DISASTER!

“We may be one second away from a disaster.” - Etienne Senac

What the retired former vice president of Entergy fossil operations was saying is that we cannot ever let our guard down. We can't become complacent, and we cannot let our overconfidence say “I've done this a million times, I've got this.” We must use all of the tools we have (physical and mental) to prevent injuries. Etienne was not saying to cower in fear of impending doom, but instead recognize that man-made disasters have man-made solutions; and natural disasters often have warning signs and protective measures.

Health Tip of the Day

STRESS BUSTER TIP: CONNECT WITH PEOPLE

A good support network of colleagues, friends and family can ease your work troubles and help you see things in a different way. "If you don't connect with people, you won't have support to turn to when you need help," says Professor Cary Cooper, an occupational health expert at the University of Lancaster. The activities we do with friends help us relax. We often have a good laugh with them, which is an excellent stress reliever. "Talking things through with a friend will also help you find solutions to your problems," says Professor Cooper. Source: NHS, UK

D&I Focus

Don't make assumptions. If you see a new person of color in your workplace, don't make assumptions about him/her. The most offensive thing to do would be to assume that because someone has darker skin than you, they work in the mailroom, as a secretary or in another low-level position. The new employee could be your equal or, better yet, your superior. Don't put your foot in your mouth by assuming otherwise. On a similar note, never tell a new worker that you think he/she got the job because of affirmative action. Unless you yourself hired the new employee and are intimately familiar with his/her education and work experience, it's impossible to pinpoint why s/he landed the job.

Human Performance Focus – Multiple Task

Texting or talking on a cellphone, even with a hands-free device, is as dangerous as driving drunk—yet that doesn't stop many adults from doing it, even while they have their own children in the car.

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May 28, 2016

Safety Focus

SAFETY WISDOM

“Preventing accidents is wise for all of us. Generally we think of wisdom as a characteristic of older people who have lived long enough to develop a broad perspective on life. Your safety and that of your coworkers is really dependent on your safety wisdom! Although, wisdom does depend to some extent on the accumulating knowledge, most of us distinguish between knowledge and wisdom. Some folks say that wisdom is knowledge used appropriately. A knowledgeable person has gathered information on a particular topic and can utilize those facts for various purposes. A wise person, on the other hand, knows what is important and what is not, when to pursue a course of action and when to let go. A wise person also takes into account how information and actions will affect themselves and/or other people now and in the future.” - American Society of Safety Engineers

Health Tip of the Day

A TIP FOR CHEESE LOVERS

Looking for a cheese with less saturated fat? Try low-moisture, part-skim mozzarella. One ounce contains about 85 calories, 5 grams of total fat, and 3 grams of saturated fat. It can be a healthful alternative to higher-fat cheeses for sandwiches, salads, snacks and casseroles. Some low-fat varieties may not work as well in cooking, so test a small amount when using it in a recipe. Source: USDA Nutrient Database

Human Performance Focus – Multiple Task

It's not just driving that puts you at risk for the consequences of multitasking, either. Research also shows that people who use mobile devices while walking are less likely to look before stepping into a crosswalk.

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May 29, 2016

Safety Focus

SAFETY WISDOM

“While a lifetime of experience does have significant value and impact in working safely, it doesn’t automatically guarantee wisdom in all our safety efforts and actions. Basic proactive safety initiatives and strategies, coupled with experience help keep you and your coworkers safe and sound. It really is using the knowledge and skills in the right way, and applying it to the work activities. Remember you are the one most responsible for your safety on and off the job!” - American Society of Safety Engineers

Health Tip of the Day

IMPROVING YOUR NUTRITION IN SMALL STEPS

Making sudden, radical changes to eating habits such as eating nothing but cabbage soup, can lead to short term weight loss. However, such radical changes are neither healthy nor a good idea, and won't be successful in the long run. Permanently improving your eating habits requires a thoughtful approach in which you Reflect, Replace, and Reinforce.

- **REFLECT** on all of your specific eating habits, both bad and good; and, your common triggers for unhealthy eating.
- **REPLACE** your unhealthy eating habits with healthier ones.
- **REINFORCE** your new, healthier eating habits.

Source: CDC

Human Performance Focus – Multiple Task

Multiple Task Fact-One in five teenagers who went to the emergency room after being hit by a car admitted they were using a smartphone at the time of the accident.

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May 30, 2016

Safety Focus

JOB BRIEFINGS

Job Briefings: Are necessary to ensure employees know what is to be done and have the knowledge and skills to perform each assigned task. Job briefings should be structured to cover the work to be done, reviewing of any hazard information known; possible problem areas, correct tools needed, and include all assigned employees. Verbal job briefings must be performed on all jobs. Job briefings are performed by discussion between the employee(s) and supervisor, or between other employees. A personal review of the task to be performed will be conducted when an employee is working alone, or when a supervisor or other employee(s) are unavailable. Job briefings should be documented, in writing, when working: Non- Routine Jobs; Time Critical Jobs; Complicated Work; At the Employee or Supervisor Request; Or when a lack/deficiency of job knowledge exists. (These are only examples and in no way represent an inclusive list of justifications to perform a written job briefing.) - Entergy Utility Group Safety Process

Health Tip of the Day

EXERGAMES

Exergames are active video games that have an exercise component to them, such as dancing or "playing" sports. Emerging research supports exergames as a beneficial form of physical activity. Some types of exergaming can have results similar to moderate or even vigorous-intensity exercise. Many allow users to work at their own pace, preventing them from feeling discouraged and providing a source of motivation to stay active. They can also offer a way to get moving with others and have fun! Source: American College of Sports Medicine

Human Performance Focus – Multiple Task

Multiple Task Fact: Put simply, multitasking leads to as much as a 40 percent drop in productivity, increased stress, and a 10 percent drop in IQ (Bergman, 2010).

Safety Principle #5: Management is responsible for establishing a safe work environment and clear expectations for safety performance.

Safety Principle #5: Management is responsible for establishing a safe work environment and clear expectations for safety performance.

May 31, 2016

Safety Focus

SAFETY PRINCIPLE #5

Management is responsible for establishing a safe work environment, and clear expectations for safety performance.

We will:

- Lead, by example, the safety effort in a sustained and consistent way.
- Establish safety goals.
- Demand accountability for safety performance.
- Provide resources to make safety programs work.
- Periodically re-train our supervisors and site safety contacts to ensure safety knowledge and awareness.

- Entergy Utility Group Safety Process

Health Tip of the Day

READY TO QUIT SMOKING?

Medicines can help you quit smoking when you use them correctly. Your doctor or nurse can help you decide if one of these medicines might help you. Your doctor may also decide that using both a nicotine replacement medicine and a non-nicotine replacement medicine may work better for you. When you talk to your doctor or nurse, ask how to use the medicine. Studies show that many people don't use their quit-smoking medicines correctly. If you don't use the medicine properly, it won't work well for you. The information sheet that comes with your medicine tells you exactly how to use the medicine.

- Nicotine Replacement Medicines
- Nicotine Chewing Gum or Lozenges
- Nicotine Patch
- Nicotine Spray
- Non-Nicotine Prescription Medicines

Source: American Heart Association

D&I Focus

Keep stereotypes to yourself! Stereotypes about racial groups abound. While working, it is necessary to check your race-based assumptions at the door. Say you think all Latinos are good at a certain activity, but the one Latino in your office isn't. How do you respond? The correct response is no response. Sharing racial generalizations with those targeted by them will only cause emotional damage. Rather than telling your coworker that she/he defied your expectations, consider reflecting on how you developed the stereotype in question and how to let go of it.

Human Performance Focus – Multiple Task

Multiple Task Fact - On average, those individuals who use a computer for work (assuming near constant use) are distracted around once every 10.5 minutes. In an 8-hour work day, your average employee might lose up to 2.5 hours to distractions – that's a lot!

Safety Principle #5: Management is responsible for establishing a safe work environment and clear expectations for safety performance.