



### ***Audits, Inspections and Training***

by Dennis J. Kenny

There is no way to predict what safety hazards will befall your casino. If you review the data you have collected over the last two years, it would still be nearly impossible to predict what type of hazards will ensue in the future. Additionally, there is really no way to tell what employees will be the recipients of the workers' compensation benefits program – no magic wand, no abracadabra. There is only the off chance you're guess may be 5% correct. Would you want to base your 2017 forecast on this type of a percentage?

No secret formula will assist you in your quest to find the perfect way to determine what hazards will cause an employee's injury and afford you the ability to fly in and save the day.

Case in point: A kitchen employee suffers a chemical injury while cleaning dishes. The workers' compensation investigation began its focus on the personal protective equipment (PPE) being used. It was found that the PPE – in this case gloves – were not the correct size and did not fit above the employee's elbows; causing water to rush in through the gloves to the hands and the resulting in a chemical burn. Conversely, it was found that if the employee used the new chemical pump (a device that mixed the exact amount of chemical to the exact amount of the dilution substance) then the likelihood of a chemical burn would be rare. So, you think you have found the root cause. Not true. It was the absence of training that was the root cause.

Audits, inspections and training (AI&T) is the key in preventing this sort of hazard from occurring. Through AI&T you would have been able to recognize a hazard, respond to the hazard, report the hazard and refer corrective measures to mitigate the hazard. In short, you would have been able to predict circumstances and make any corrections prior to this becoming a safety hazard.

Job safety analysis or risk assessments are steps that are taken by the safety professionals, department managers and supervisors to protect their workers from occupational injuries. This is risk management 101! In order to carry out a safety program, all employees should clearly understand what hazards they will be exposed too. It is through the safety analysis or risk assessments that you can claim to have a crystal ball revealing the future of controlling hazards. Once a department has taken into account all the possible risks of a specific function, then training is easier. Audits and inspections can go smoother, and with review, new and better safety measures can be established.

The safety analysis or risk assessments are only to assist managers, supervisors and employees to recognize hazards and the need to correct them; it is the beginning of the development of a department safety culture.

Through AI&T, supervisors and managers of a department

can control their hazards and prevent any major incidents from occurring. It also allows the safety professional to make a comparison to what is being done on the job and what should be done by reading the specific job functions. In reviewing the safety analysis or risk assessments, you may uncover a hazard that has been overlooked or that has developed after the job has started. Like the earlier example pointed out, there was a new piece of equipment introduced without training, and the employees had no knowledge of its operation.

In some cultures, management sees the job safety analysis as the panacea; however it is instead a tool. The overall remedy is the implementation of the audit, inspections and training. Department supervisors should continuously make sure that all tools, equipment and machines are in proper working condition. Also employees should be trained regularly on current tasks and new procedures that are being introduced. Orientation of new employees makes clear the importance of safety and should be overseen by department supervisors. Your safety department or safety professional should review the job safety analysis and look at its strengths and weaknesses. Development of a safety team within the department, analyzing job assignments and monitoring how the "job" is done, will reveal different aspects of the same job from shift to shift.

Here is an overview of a proper audit, inspection and training system:

- 1) The audit is quality control. Periodic (usually every six months) onsite-verification to ascertain whether or not a documented quality system is being effectively implemented.
- 2) The inspection is the recognition of a familiar pattern leading to an immediate solution to an exposure.
- 3) Training is teaching and developing skills and knowledge that relate to specific job descriptions. Training has a specific goal of improving capabilities, capacity, productivity and performance, and is the most important of this three part system.

All three steps are needed to have a successful safety program. Employing the AI&T will diminish on-the-job-injuries, mitigating risks before they become a peril. The end result is a disciplined approach that will lower workers' compensation claims, increase employee productivity and satisfaction, and reduce OSHA Compliance audit fines. ♣

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